simplicity
collection software

Complete User's Manual

Version 2.5.9.0

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Getting Started

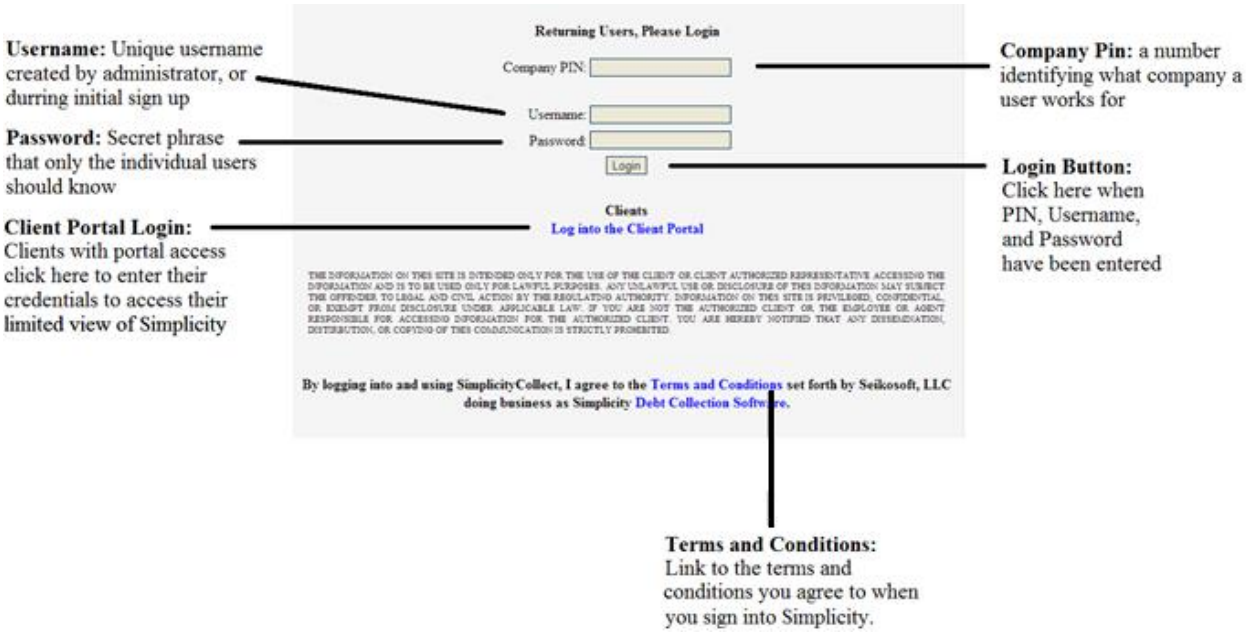
Welcome to Simplicity! Our goal is to provide you a great collection product at an affordable price. In order for you to have a positive experience with the software, there are a few things that you will want to set up before you start adding or uploading your accounts.

Please take just a few minutes to get acquainted with the features and functionality of Simplicity outlined in this User's Manual. Investing a few minutes to learn the functionality and basic features of the system will save you a lot of time now and ensure that you are optimizing the full functionality of the software to help increase your business.

This first section of this User's Manual will provide a brief overview of the different screens found in Simplicity; the following sections will go more in-depth on the features available on these screens.

Login Screen Overview

This screen allows you the ability to enter your company pin, username, and password in order to gain access to SimplicityCollect. The company pin, username, and password are sent in an email to the email address provided during your initial purchase.

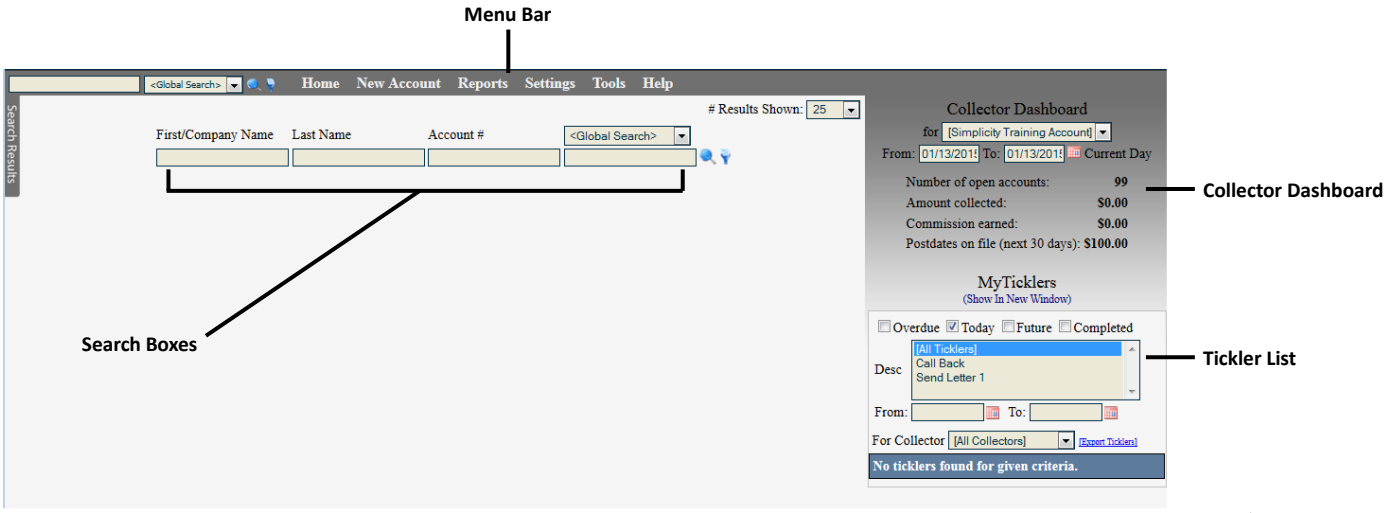

Username: Unique username created by administrator, or durring initial sign up
Password: Secret phrase that only the individual users should know
Client Portal Login: Clients with portal access click here to enter their credentials to access their limited view of Simplicity
Returning Users, Please Login
Company PIN:
Username:
Password:
Login
Clients
Log into the Client Portal
By logging into and using SimplicityCollect, I agree to the Terms and Conditions set forth by Seikosoft, LLC doing business as Simplicity Debt Collection Software.
Company Pin: a number identifying what company a user works for
Login Button: Click here when PIN, Username, and Password have been entered
Terms and Conditions: Link to the terms and conditions you agree to when you sign into Simplicity.

Please keep your username and password secret. Store this information in a secure and safe place. If you have forgotten your username or password or did not receive an email containing this information, please contact Simplicity Support at helpdesk@simplicitycollect.com .

For security reasons, it is recommended that you create strong passwords (a mixture of upper and lower case letters intermixed with numbers and/or symbols) and change your password frequently.

Home Screen Overview

Once you log into Simplicity, the first screen you will see is the home screen. From here you can search for accounts, apply filters to your search, access your ticklers or reminders, and view your personal collector dashboard.



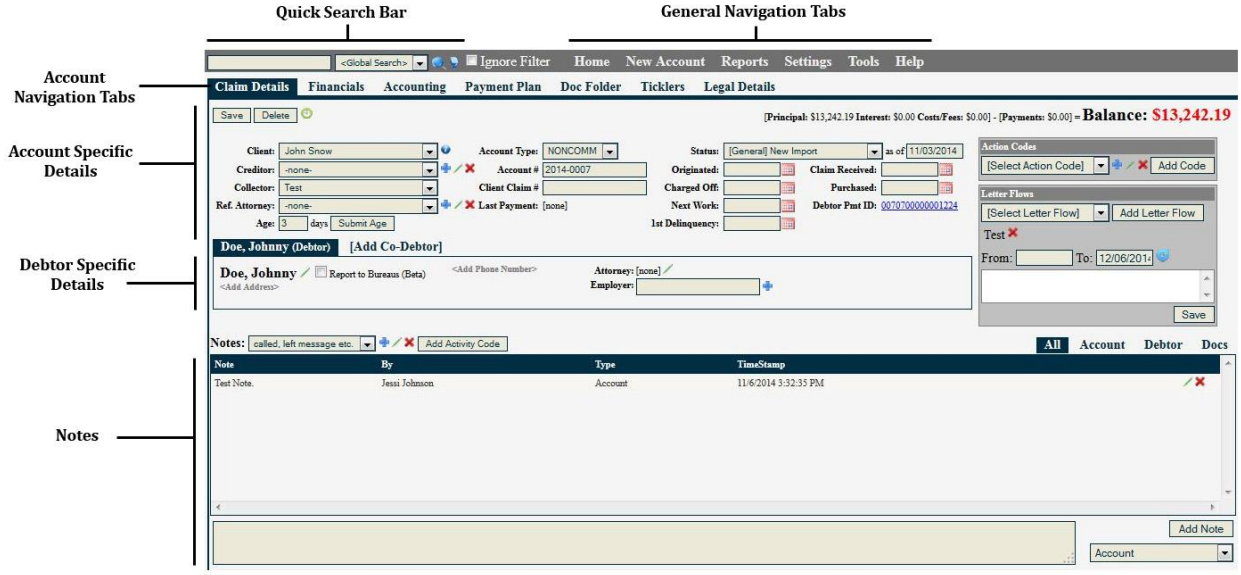
From the menu bar you can access the Home screen, enter a new account manually, view reports, change settings, access Simplicity tools, or access our online help resources.

The items that appear in the menu bar may be different for different users depending on the limitations placed on those users by adminstration. Administrators have access to all the features in SimplicityCollect.

The Search Boxes have an option for filtering (Filter button) and for searching (Search button) that will be covered in more detailed later in this document.

Account Screen Overview

This is the main account/debtor screen that first shows to when you open an account in SimplicityCollect. Here you can take notes on the account, view account and debtor details, set action codes and view account history.



The account screen is divided up into three sections: Account Details, Debtor Details, and Notes.

Not all of the account information will appear on the claim details tab, but additional information can be viewed when other Account Navigation tabs are clicked.

The quick search bar allows you to search for another account from within the account screen.

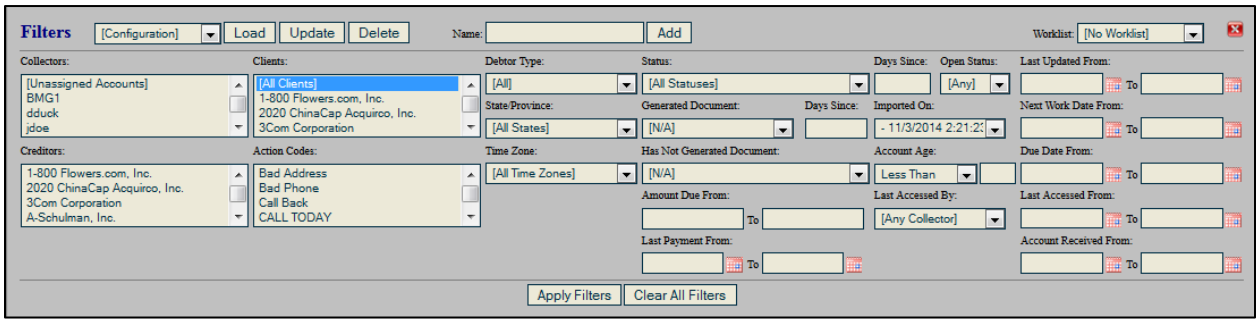
Common Features

Filters

Found throughout the system, filters are a way to narrow down a list of accounts so that you can view and perform actions on them.

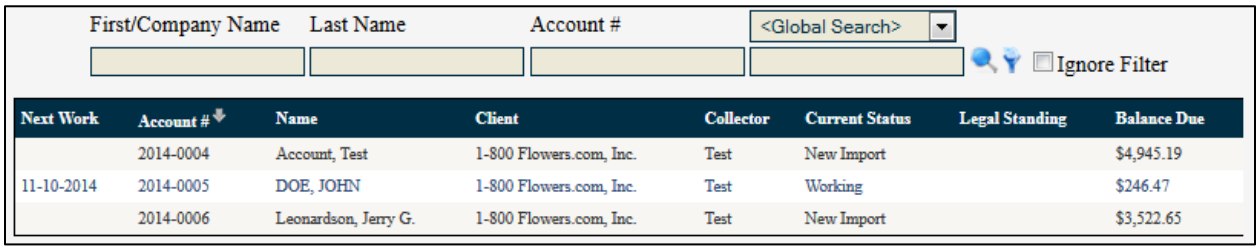
Learning how to use and combine filters will help you save a lot of time.

Home screen filter: The filter button is used to open an advanced filter list used for refining the accounts you would like to view.

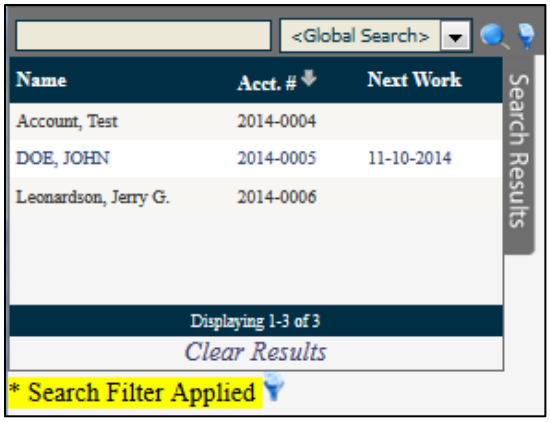


To narrow your search, choose a filter that applies to the set of accounts you want to view. All results that do not apply to the specified filter will not appear in the list of accounts. Filters can be combined in order to get more specific results.

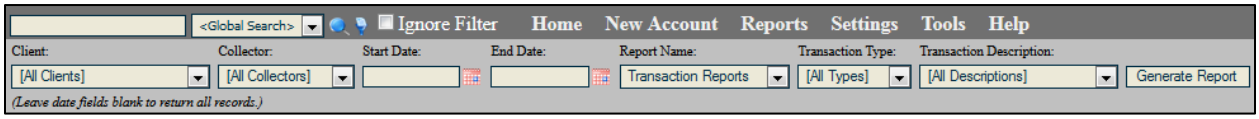
*Filtering Example: If you want to pull up all of the accounts for a single client, choose that client's name from list called **Clients**, then click **Apply Filters**. Only accounts that belong to that client will show up in the list below.*



Quick Search Filter: When using the quick search bar on the top left of the screen, you can also filter your results. Only a subset of the home screen results will be shown, but this quick search bar will remain open on all the screens in Simplicity for you. It can be minimized by clicking the **Search Results** bar on the right side, or closed completely by clicking **Clear Results** at the bottom.

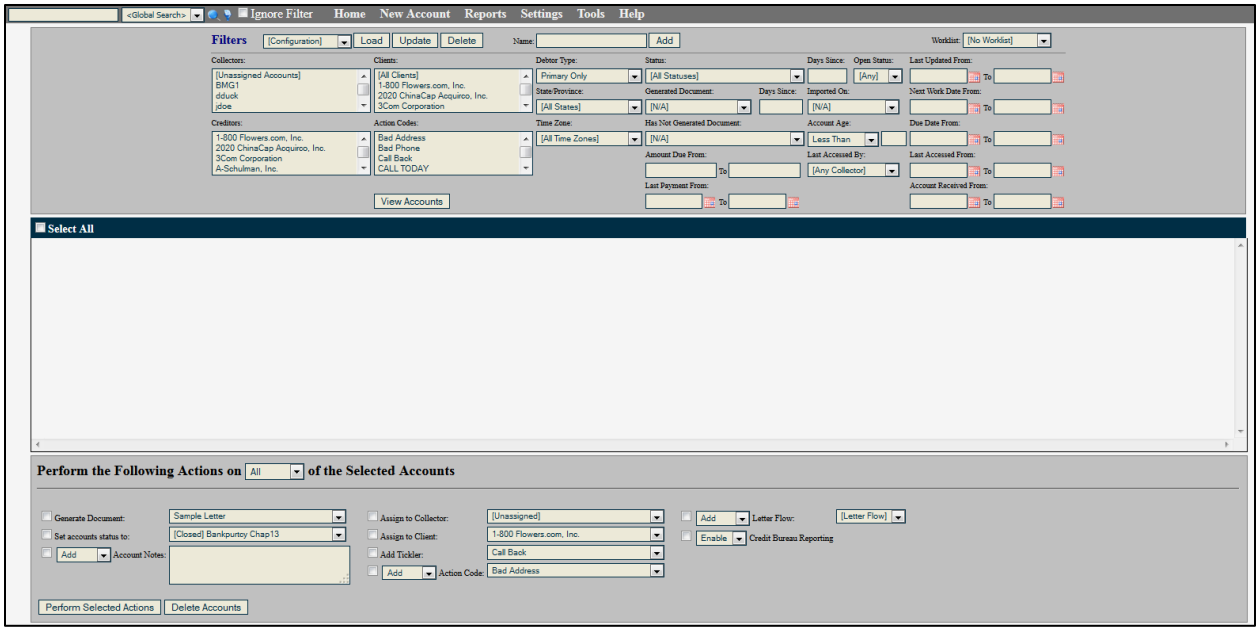


Report Filters: Filters can also be applied when generating reports so as to only include some set of information, such as a specific client or date range. Different reports have different filter options. Below is an example of the common Financial Report:



Use the calendar icon to select a date from a pop-up calendar rather than typing the date in manually.

Bulk Account Manager Filters: The bulk acount manager tool (found under the Simplicity tools menu) lets you make changes to multiple accounts at once. Filters allow you the ability to specifically select what set of data you want to perform an action on.



Icons used in Simplicity

There are a few standard icons that you will see in Simplicity. Knowing what these icons look like and what functionality they provide will help increase your efficiency when using SimplicityCollect.

- **Add Button** allows you to add a new item to whichever field this button is located next to.
- **Edit Button** edits the selected item from the field it is next to.
- **Delete Button** removes an existing item from whichever field this button is located next to.
- **Pop-up Calendar** provides a calendar to choose a date from rather than needing to type the date in. Date format (MM/DD/YYYY)
- **Search Filters Button** provides advanced filters when searching accounts.
- **Search Button** searches the accounts based on what is written in the search boxes.
- **Drop Down List** gives a list to choose from.
- **Download Button** allows you to download the file it appears next to.
- **Export Button** provides a list of available file formats to export the information to.
- **Checkbox** with check and empty Checkbox indicate whether a certain option is selected or not.

First Time Setup

Simplicity Setup

Please follow the steps listed below in order to configure your Simplicity portal prior to collecting on your debt.

1. **Verify that company name, contact, and payment information is correct**. You can do this by clicking on **Settings** in the menu bar → then clicking **Company / CC Settings** from the drop down list. If you change any information on this screen, make sure to click on the **Update Info** button.

    a. Additional details regarding configuring your Company / CC Settings can be found on page 76 of the **Company/CC Settings** chapter.

2. **Enter Client information into Simplicity.** Click **Settings → Clients.** For purchased debt, use your portfolio's name as the client name. This lets you track how much was collected on individual portfolios. A client name is **required** for importing.

    a. Additional details regarding configuring your Client Settings can be found on page 88 of the **Client** chapter.

*We recommend that Clients are entered before you import accounts so that defaults such as commission rates are applied to the accounts. Changing these rates later will **NOT** affect the accounts that already exist in the system until you go back **to Settings → Clients → Default Values → Apply to Existing Accounts.***

3. **Add additional employees.** Click **Settings → Collectors / Employees**

    a. Additional details regarding configuring your Collectors / Employees Settings can be found on page 83 in the **Collectors/Employees** chapter.

4. **Prepare and clean your file of debt.** Simplicity provides you tools to easily import your portfolios of debt. It is critical that you ensure that the data in these portfolios is accurate and formatted correctly. Carefully preparing your import file will save you lots of time down the road.

    a. Additional details related to preparing your import files can be found on page 146 of the **Account Importer** chapter.

5. **Import your first set of accounts**. Click **Tools → Account Importer**

    a. Additional details related to using the Account Importer tool can be found on page 146 of the **Account Importer** chapter.

6. **Assign accounts to collectors**. Click **Tools → Bulk Account Manager**, apply filters in order to show you a list of accounts you would like to assign. At the bottom of the screen, choose to assign accounts to the collector you would like to assign the list to, and click Perform Selected Actions.

a. Additional details related to using the Bulk Account Manager can be found on page 179 of the **Bulk Account Manager** chapter.

7. **Return to the home screen and start collecting.**

New User Setup

SimplicityCollect provides and UNLIMITED number of users at no additional charge so feel free to create as many users as you need or want. New users are created by Simplicity administrators. The Simplicity administrator will create a username and password and then provide this information to you, enabling you to gain access to the Simplicity portal. You will want to follow a few steps in order to secure your access and personalize your user settings.

1. Log into Simplicity with the company pin, username, and password provided to you by administration.

2. Click on **Settings** in the menu navigation bar → then click **User Settings**.

3. To change your password, enter the password provided by your administrator into the box next to **Old** in the **Change Password** section. Then enter and re-enter a new password that you will remember into the boxes labeled **New** and **Re-enter** in the same section.

4. You can also change the theme color in the appropriate section. Click in the box with the color you prefer, and then click the **Set Theme** button.

NOTE: Please keep your username and password secret. Store this information in a secure and safe place. If you have forgotten your username or password, please contact your local administrator.

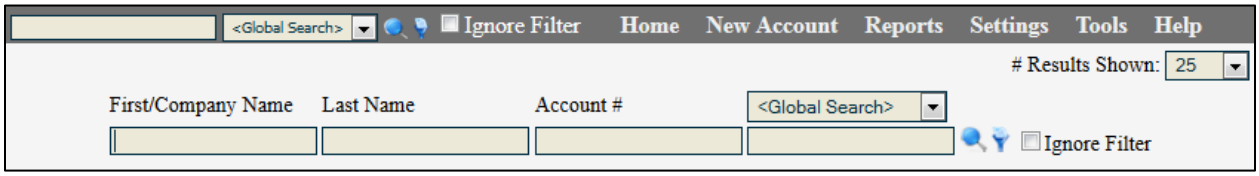
For security reasons, it is recommended that you create strong passwords (a mixture of upper and lower case letters intermixed with numbers and/or symbols) and change your password frequently.

Home

When a user first logs into Simplicity, the first screen they will see is the home screen. From this screen, a user can access any account in the system.

Search for an Account

One of the most common activities in Simplicity is searching for an account. The home screen allows each user the ability to search for debtors and accounts and quickly retrieve account and debtor information.



Accounts may be searched by entering any combination of the following information:

- **Debtor First Name** or **Company Name** for Commercial Debtors
- **Debtor Last Name**
- **Account #** (The number Simplicity assigned to the account)
- **Global Search** (Allows you to search on the most commonly used Simplicity fields, including custom fields)
- And specific custom fields… (Available in the drop down list)

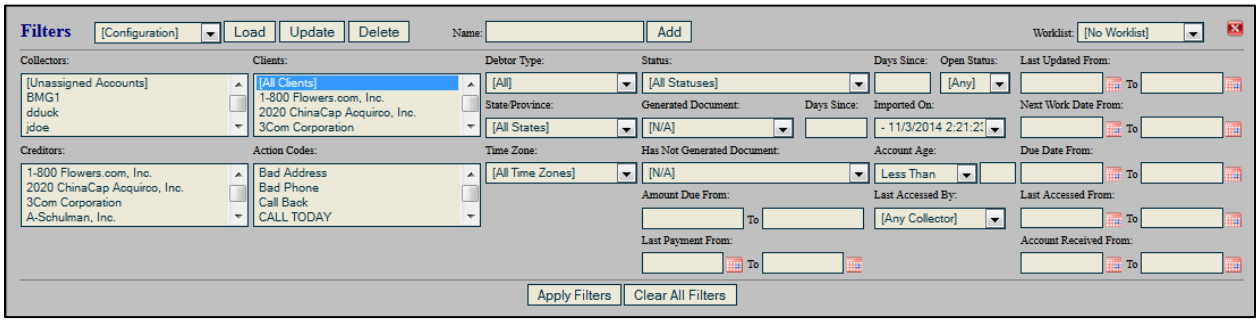
When initiating a global or custom field search, the data must be entered into the blank box below the drop down list, and the proper field must be selected from the drop down list in the box above it.

When you are ready to search for an account, click on the **search button** to the right .

*TIP: Hit the **Enter** or **Return** button on your keyboard, rather than clicking on the search button to quickly bring up your search results. This can be done with no information entered in the search boxes to bring up a list of all accounts.*

Filtering Accounts

Clicking the filter button will display a list of advanced filter options allowing you to further narrow your search results.



You can filter accounts by any combination of the following items (multiple filters may be applied at the same time):

- **Configuration Filters** – a saved preset of one or more of the below filters that have been grouped together into a "common" filter for use by Collectors.
    - **Load** – loads the configuration filter selected in the drop down list to the left.
    - **Update** – updates the configuration filter selected in the drop down list to the left, with any changes made below in the general filter options.
    - **Delete** – deletes the configuration filter selected in the drop down list to the left.
    - **Name/Add** – adds a configuration filter to the drop down list to the left, based on 1) the general filter(s) selected below and 2) the name typed into the provided box.
- **Worklists** – select previously created Worklists to filter by.
    - Worklists can be modified under **Settings → Worklist Configurations.**
- **Collectors** – view accounts assigned to the selected collector(s).
    - Multiple Collectors may be selected by holding the CTRL button on the keyboard while clicking the individual Collectors.
- **Clients** – view accounts assigned to the selected client(s).
    - Multiple Clients may be selected by holding the CTRL button on the keyboard while clicking the individual Clients.
- **Creditors** – view accounts assigned to the selected creditor(s).
    - Multiple Creditors may be selected by holding the CTRL button on the keyboard while clicking the individual Creditors.
- **Action Codes** – view the accounts that have the selected action codes added to them.
    - Multiple Action Codes may be selected by holding the CTRL button on the keyboard while clicking the individual Action Codes.
- **Debtor type**
    - All – All debtors, no filter.
    - Primary only – view the accounts where primary debtors match the search criteria.

    - CoDebtor Only – view the accounts where the co-debtors match the search criteria.
- **Status** – view accounts belonging to the selected status.
    - **Days Since** – view only accounts that have been in this status for at least this many days.
- **Open Status**
    - Any – All accounts, no filter.
    - Open – view accounts that have an "Open" status.
    - Closed – view only accounts that belong to a "Closed" status.
- **Last Updated Date** (From and To) – view accounts that have been updated between the specified date range.
    - An account is considered "updated" if any notes were made, information was changed, or a transaction was posted.
- **State/Province** – view the accounts with debtors who's addresses contain the selected state.
- **Generated Document** – view accounts that have generated the selected document.
    - **Days Since** – view accounts that have generated the selected document in at least this many days.
- **Imported On** – view accounts that were imported on a specific date.
- **Next Work Date** (From and To) – view accounts that have a "next work date" specified that falls between the specified date range.
- **Time Zone** – view accounts with debtors whose addresses fall with a certain time zone. This filters by area code as well as zip code.
- **Has Not Generated Document** – view accounts that have not generated the selected document.
- **Account Age** – view accounts with an age less than or greater than a specific number of days.
- **Due Date** (From and To) – view accounts with a payment plan, when a payment is due between the specified date range.
- **Amount Due** (From and To) – Enter in numeric values to view only accounts where the "balance due" is between the "From" (lower end), and "To" (upper end) of amount due.
- **Last Accessed By** – view accounts last accessed by a specific Collector in your company.
- **Last Accessed From** (From and To) – view accounts that were accessed by a Collector during a time that falls between the specified date range.
- **Last Payment From** (From and To) – view accounts that a payment was received for during a time that falls between the specified date range.
- **Account Received From** (From and To) – view accounts that were received during a time that falls between the specified date range.

Once you have your desired filters selected, click **Apply Filters** to show a list of accounts that apply to the selected filters. Filters will apply for all searches until you log out, or clear the filters.

To clear filters, click the **filter button** , and then click the **Clear All Filters** button.

To close the filter options click the close button in the upper right corner of the filters box.

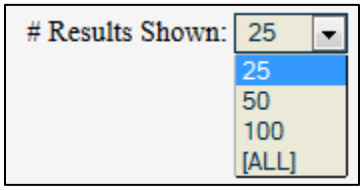
When you are ready to search for an account, click on the **Search button** . A list of accounts that apply to the selected filters and/or the text typed into the search boxes will appear below the search boxes.

Next Work	Account #	Name	Client	Collector	Current Status	Legal Standing	Balance Due
	2013-0002	JONES, IVAN	Any Company	[unassigned]	New Import		$350.00
	2013-0002	Richabano, Ian	Any Company	[unassigned]	New Import		$350.00
	2013-0003	MEDELTON, KIM	Any Company	[unassigned]	New Import		$430.00
	2013-0003	Dells, Susan	Any Company	[unassigned]	New Import		$430.00
	2013-0004	DUPUE, MARK	Any Company	[unassigned]	New Import		$480.00
	2013-0004	Bergtres, Scott	Any Company	[unassigned]	New Import		$480.00
	2013-0005	WOLFSBERGER, RHONDA	Any Company	[unassigned]	New Import		$480.00
	2013-0005	Clements, Wanda	Any Company	[unassigned]	New Import		$480.00
	2013-0006	LEWIS, ANASTASIA	Any Company	[unassigned]	New Import		$510.00
	2013-0006	Forthright, Sally	Any Company	[unassigned]	New Import		$510.00

1 2 3 4

You can view account or debtor information by clicking on it from the provided list. You can also sort the list by clicking on any of the column headers that you would like to sort by. The returned list is sorted by Account **#** by default. To sort by debtor name, click the **Name** heading. An arrow will appear next to **Name** to indicate that it is now being sorted by name.

By default, 25 accounts appear in the list at one time. You can change this at the top right by selecting the **# Results Shown** box, then choosing between 25, 50, 100 and [ALL].

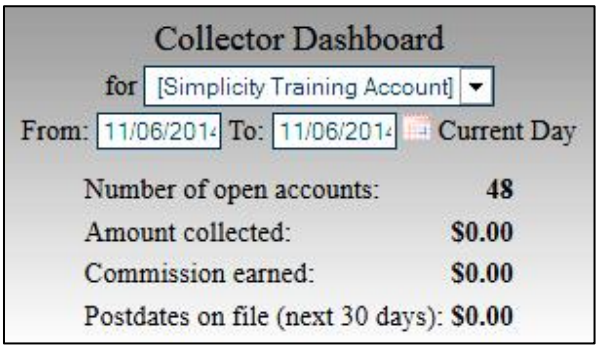


At the bottom of the list are page numbers for other pages of accounts that apply to the search. Clicking on the page numbers will take you to that portion of the list. An ellipses **…** shows that there are more than 10 pages of the search. You can click on the **…** to view more page numbers.

TIP: All search results can be sorted in ascending or descending order by clicking on the column heading you wish to sort by.

Collector Dashboard

The Collector Dashboard shows you how many of your open accounts are generating money or are about to generate money, as well as your total commissions earned. You can also change the date range in the **From:** and **To:** boxes to reflect a time frame you wish to view stats for.


Collector Dashboard
for [Simplicity Training Account]
From: 11/06/2014 To: 11/06/2014 Current Day
Number of open accounts: 48
Amount collected: $0.00
Commission earned: $0.00
Postdates on file (next 30 days): $0.00

This Dashboard can be set to appear on each user's home page and can be turned on and off by clicking **Settings** link from the menu bar → then click **User Settings**.

Elements of the Dashboard Include:

- **Number of open accounts**
  - The total number of open accounts in the selected employee's queue; defined as accounts that have been assigned an "Open" type status.
- **Amount collected**
  - The total amount collected by the selected employee for the specified date range, which defaults to the current day.
- **Commission earned**
  - The total commissions earned by the selected employee, based on the commission settings specified in the **Settings → Collectors/Employees**.
- **Postdates on file (next 30 days)**
  - The total amount of payments pending to post within the next 30 days for accounts assigned to the selected collector.

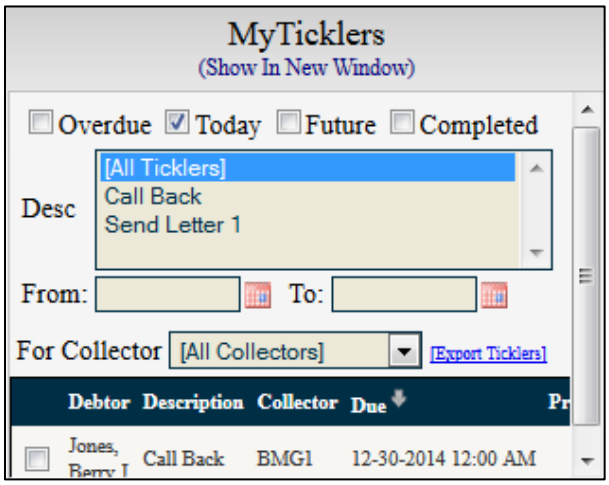
MyTicklers

Ticklers are a useful tool for creating reminder, and can be linked to any account in SimplicityCollect. They can also provide a reminder on the home screen of upcoming tasks on an account.

The MyTicklers View allows each user the ability to see any tickler or reminder assigned to them.

By default, the current day's ticklers that have not been completed are shown in the tickler list, but a user may choose to view overdue, future, and/or completed ticklers. All changes to viewable ticklers are made in the filters on the top of the MyTicklers section. When using Tickler's it is important to remember the following:

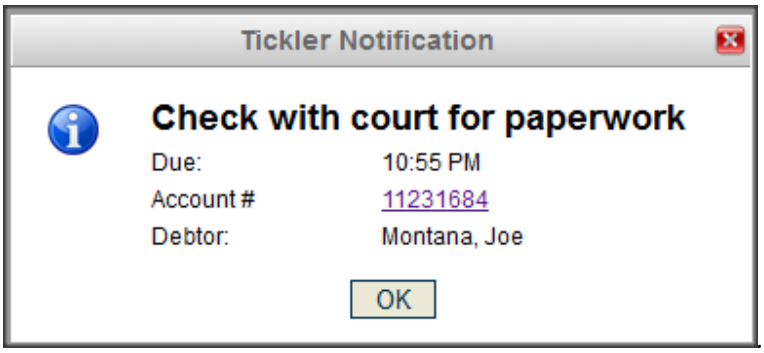
- To open the account which the ticklers belongs to, click on the tickler from the list.
- To quickly mark a tickler as complete, click in the checkbox on the left side of the tickler.
- Use the "**export ticklers**" link to export your ticklers to excel
- Tickler lists may be re-ordered by clicking on the appropriate column headings (Debtor, Description, Collector, Date, etc)
- Select the appropriate check box (overdue, today, future, completed) to view ticklers for the appropriate timeframe.
- You can also adjust the time frame you wish to view, via the **From** and **To** date fields.



*Clicking the **Show In New Window** link opens the ticklers in a separate window from Simplicity. This allows you to keep your ticklers open all of the time while still working within accounts. This is especially helpful if you use dual monitors.*

Administrators can view ticklers for all employees / collectors by selecting an individual collector from the tickler collector filter, or select **[All Collectors]** to view the ticklers for all collectors.

A tickler notification will pop up in your Simplicity application 5 minutes before a tickler is due. This reminder can be dismissed by clicking the "OK" button or you can go right into the account by clicking on the hyperlinked account number.



Account

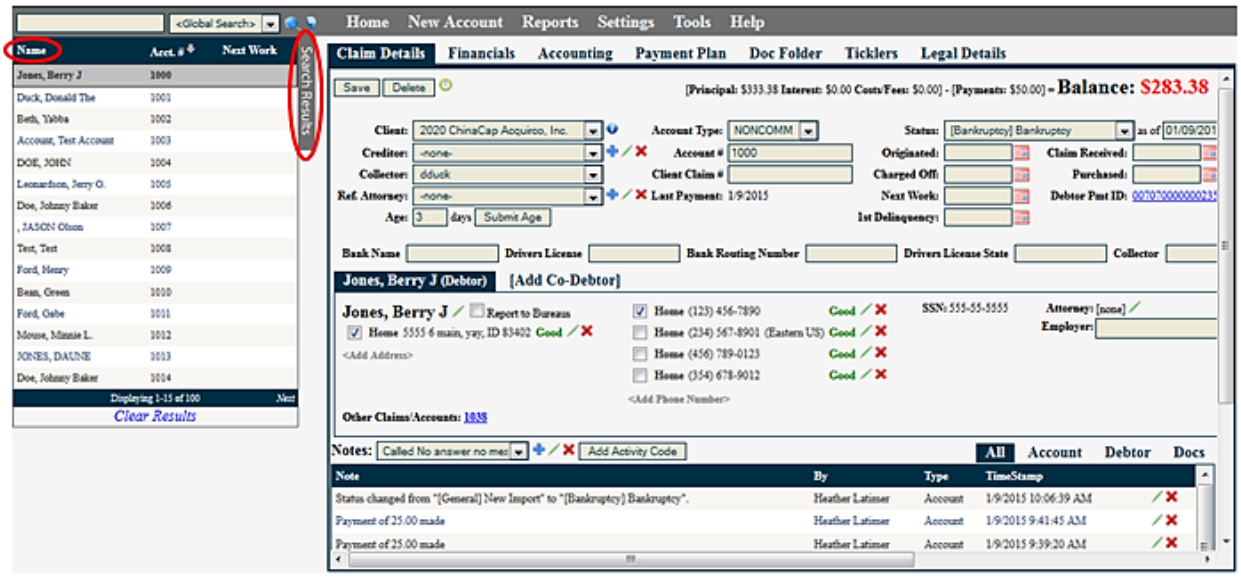
The account screen is the very core of SimplicityCollect. From here you will view debtors' information and their connected debts; you will post payments, set ticklers, and track their payments.

It is expected that you will spend the majority of your time on account screens.

Quick Search

Accounts may be searched for by using the **Quick Search** bar. If you apply search filters, these filters will continue to be applied to all searches including **Quick Searches** until you log out, or filters are cleared.

When you click on the search button on the **Quick Search** bar, the results are displayed on the left side of the account screen. They are listed by ascending **Account Number**. The results can be sorted by clicking on any of the column headings (i.e. Clicking on **Name** will sort the results by debtors name in alphabetical order. Clicking on **Next Work** will sort the accounts by the next word date on the account.)



To hide these results click on the **Search Results** tab to the right of the list.

Use Quick Search to pull account after account

1. On the **Home screen**, click the **filter button** .
2. Select the filters you would like apply to the search.
3. Click the **Apply Filters** button.
4. A list will populate below the search boxes of accounts that apply to the criteria set in the filter. (This list has fifteen names at a time. If a filter applies to a longer list than fifteen accounts, page numbers appear below that can be used to view more pages.)
5. Click into the first account.
6. When you are done working the account, save your changes by clicking **Save** in the upper left corner below the **Claim Details** tab.
7. Click on the next name of a debtor in this search list to jump straight into their account without returning to the home screen.

***Always** remember to click on the save button before leaving an account.*

Navigation Tabs

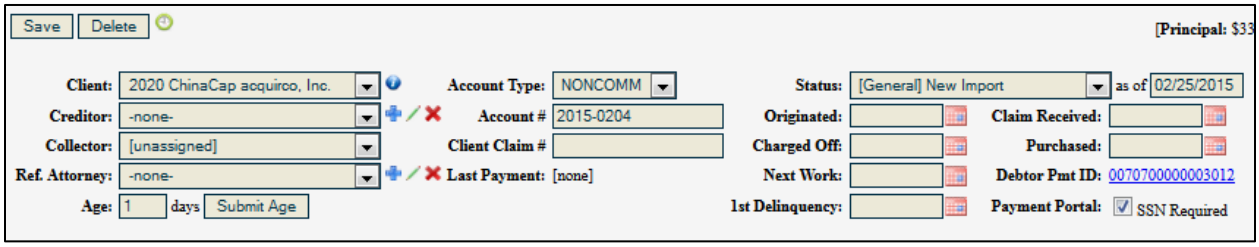
The account screen has many tabs that divide up the information you have on your accounts so that information is organized and orderly and collection staff does not get overwhelmed by looking at too much information at once.

Claim Details

The claim details tab is an overview of all of the information you have on an account. It has the current balance due, information on where and when the account was created, the details of the debtor and co-debtors linked on the account, as well as notes regarding the account.

Account Details

The account details are the details about the client, original creditor, balance due, important dates, and account number used to reference the account. The small symbol next to the **Save** and **Delete** buttons shows you the **Account Access History.**



Client

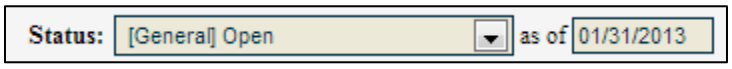
The client is the party that provided the debt to collections. Clients usually have a percentage of the debt that they receive when a debtor makes a payment. Associate the client to the account by choosing them from the drop down list on the account. This commission split between your firm and the client can be set in **Settings → Clients**.

Account Type

The account type defines the account by default as NONCOMM, or non-commercial. It can be changed to COMM to indicate that the account is a commercial debt meaning that the party that owes the debt is a company and not an individual consumer. Change the account type by clicking on the arrow next to NONCOMM and selecting COMM. When importing accounts, this can be designated in the spreadsheet with a column for COMM (the letter C) or NONCOMM (the letter N). You want to type just the letter, otherwise it will default the account to NONCOMM.

Status

The statuses in Simplicity are customizable to fit your particular needs. Assign a status to an account by selecting the **Status** form the drop list in the top right corner. The status date will automatically change to the current date but can be easily overridden if needed.



Select the status from the **Status** drop down list. Click **Save**.

Creditor

The creditor is the original provider of funds for the debt being collected. It is often the same as the client, but it can be more specific if collecting for a client that works with multiple creditors. Select the creditor from the dropdown list and save the account. To manually add a creditor to an account, click the **Add button** next to the creditor field, and entering in their information. OPTIONAL: When adding a new Creditor or editing an existing one, you can also mark the **Creditor Classification** section. This will alert a **Credit Bureau** of any additional details about your Creditor if a) they have a classification and b) if you plan to report to **Credit Bureaus.**

Collector

The collector is the employee assigned to work on this particular account. When an account is assigned to a collector, they get the credit for any payments posted on the account, activity performed on the account, and so on. New collectors can be added to the dropdown list by going to **Settings → Collectors/Employees**.

Ref. Attorney

The Ref. Attorney is the attorney associated with the selected debtor. This field isn't required, but you can click the **Add button** next to the Ref. Attorney field to add in their information. You can then select the Ref. Attorney from the dropdown list and save the account.

Account Number

This number can either be automatically generated by SimplicityCollect, or you can provide a pre-existing unique number to make the account number. This number is the unique identifier used to search for accounts, update accounts, and can be used in mailings to inform a debtor of a debt they owe. The account number must be unique for each account.

Client Claim Number

This can reference the original account number—the number used by the client to refer to this particular claim. It is not required on an account, but can be very useful when wanting to refer to the claim with your client.

Last Payment

This refers to the last payment received in Simplicity for the selected debtor. If no payment has been received, this area will be blank.

Debtor Pmt ID

This ID can be used to reference the **Debtor Payment Portal**, which allows a debtor the ability to make credit card and/or ACH payments online. More information on this feature can be found in Appendix D. When using a Payment ID, the URL for the payment portal is:

https://app.simplicitycollect.com/PaymentPortal.aspx?paymentid=XXXXXXXXXXXXXX

Payment Portal

You can enable or disable the security restriction on the **Debtor Payment Portal,** which by default requires the debtor to enter the last 4 digits of their SSN before being able to see their debt information and make a payment.

Dates

There are several different date fields listed that can be filled in when working on a debtor's account. These include:

- Originated: When the loan or service was first given to the debtor by the client
- Charged Off: When the debt was "charged off" and sent to collections
- Purchased: When the debt was purchased by your agency from the client
- Claim Received: When the debt was received by your agency
- Next Work: When the account is scheduled to be worked next
- 1st Delinquency: The date the debtor was first delinquent on a payment

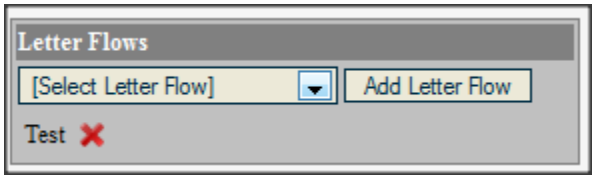
Action Codes

Action codes are a way to "flag" accounts (Ex. Bad address, Bad phone number, bill Medicaid, bankruptcy, etc). Any Action Codes you create will be available to use on all other accounts in Simplicity, and can also be filtered for during searches.

- To add a new action code to the list of available codes click the Add button , and apply any desired color, font, and effect to those codes.
- To apply a code to an account, select the code from the drop down list and click the **Add Code** button. You can add multiple codes to a single account if desired.

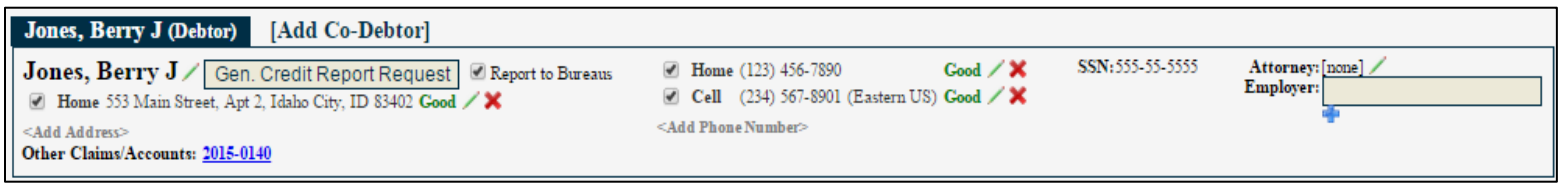
Letter Flows

Letter Flows are a way to set up a letter scheduling service for individual accounts. This service can be performed with 3rd party letter fulfillment services or by using standard mail merge tools available in Simplicity. For adding and managing new letter flows, please see the "Letter Automation – Configure" section of this document.



Debtor Details

The debtor's information is also displayed on the account screen to indicate who is responsible to pay the debt.



Demographic information including name (last, first), address, phone numbers, SSN, DOB, email, and any custom fields (assigned to the debtor location) appear in the debtor details area for quick reference when contacting debtors. When a debtor is added to SimplicityCollect and has a unique SSN, the debtor can be linked to more than one account in the database. Any changes made on one account—pertaining to this debtor information—will automatically update for other accounts because of the SSN.

For any debtor phone numbers the system can identify as a real area code (example above as 234) it will automatically alert you of what time zone this phone number resides in. If it can't find the area code (example above as 123) it will keep the number available, but not identify where it connects to.

If a social security number is provided the same set of information for the debtor will appear on each account the debtor is associated with. This information populates from the first time an import was performed with the social security number. This information can be manually updated by clicking the edit button next to the debtor's name and making any needed changes to this screen.

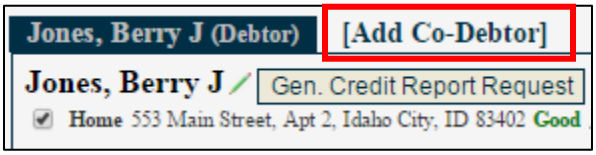
Please see page 179 for more about how to change the data that appears in this section in bulk.

The button **Gen. Credit Report Request** and the **Report to Bureaus** options will be discussed later in the **Credit Bureau Tools** section.

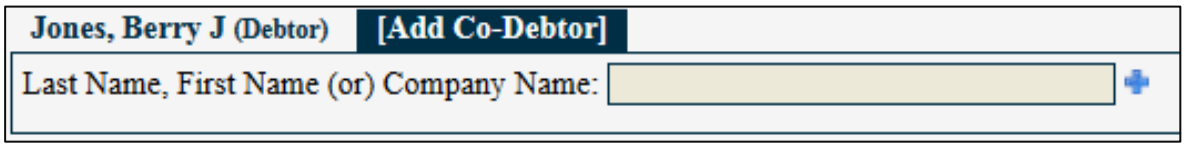
NEVER *use a placeholder like 000-00-0000 if the SSN is unknown. If used for different individuals (ex. John Doe and Mary Jane) it will cause the system to assume they are one individual, and both will automatically become John Doe.*

Adding Co-Debtors in Simplicity

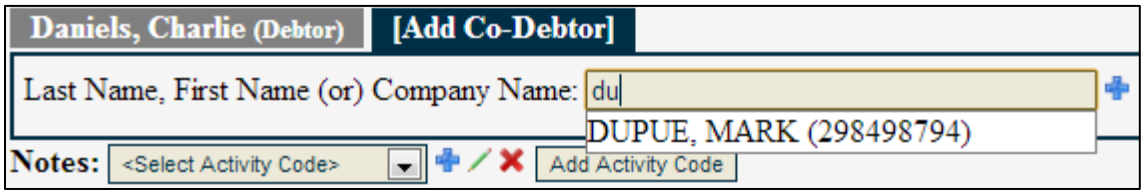
1. After pulling up the account for which you want to add the co-debtor, click the **[Add Co-Debtor]** button/ tab.


Jones, Berry J (Debtor)
[Add Co-Debtor]
Jones, Berry J
Gen. Credit Report Request
Home 553 Main Street, Apt 2, Idaho City, ID 83402 Good

2. A search box will become visible.

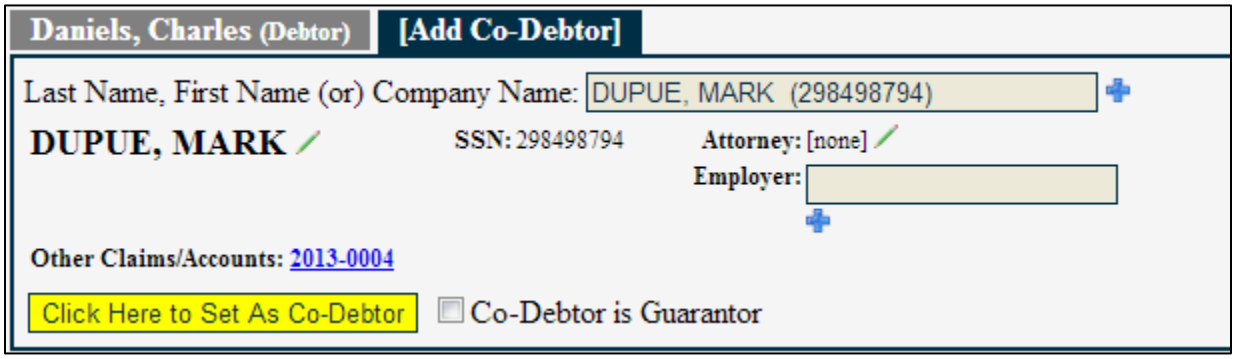


3. If the debtor already exists in the Simplicity, you can search by typing in the debtor's name, starting with last name. You can further narrow results by typing in first name separating last name and first name by a comma.

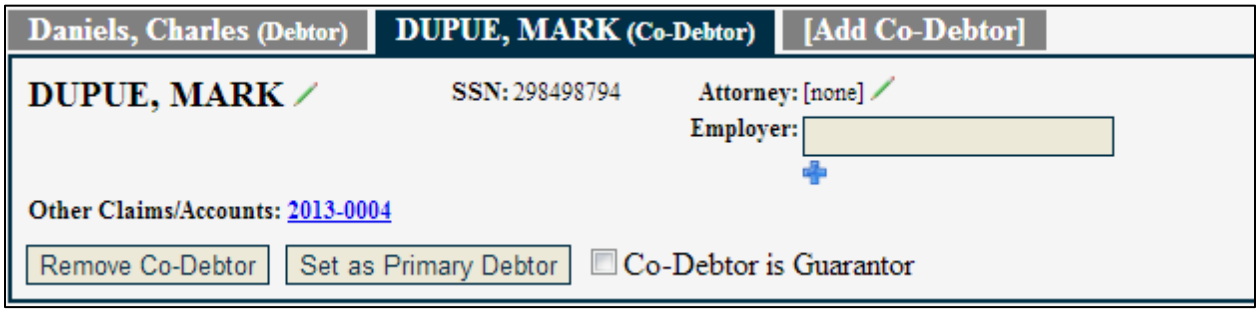


4. In this example, I typed in "du" and results for Mark Dupue with SSN "289498794" were found. If this is the debtor you want to set as co-debtor, click on the debtor's name from the list that appeared. All the information associated with that debtor, including other accounts they are

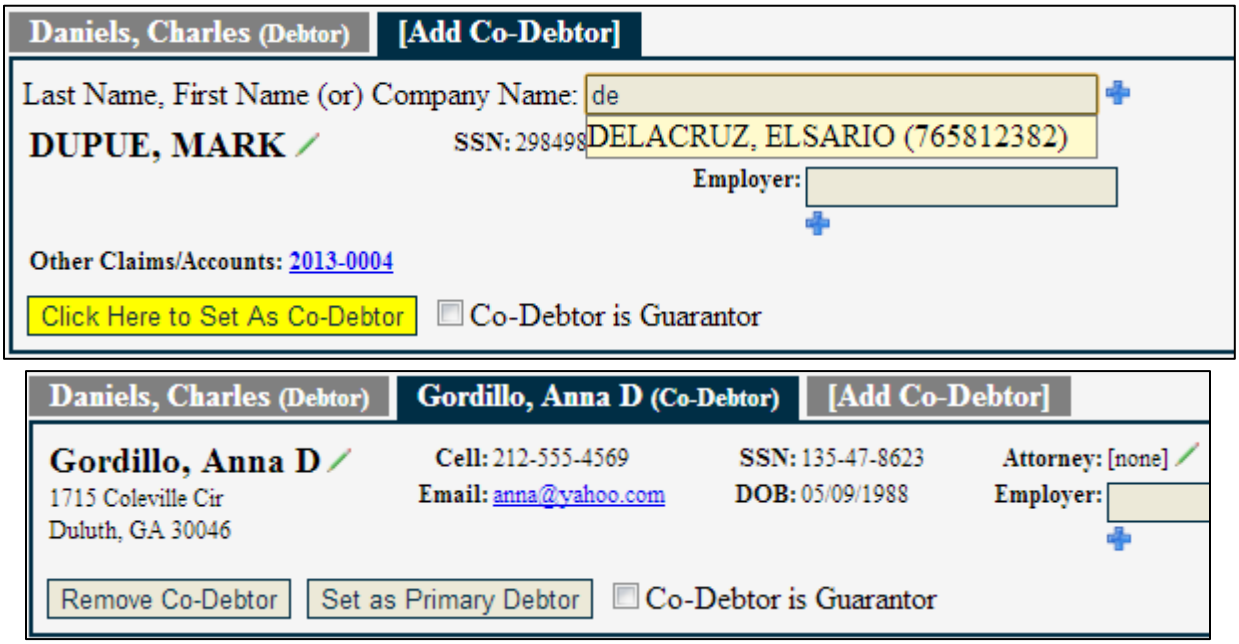
associated with appears on the co-debtor tab. If the debtor you are looking for does not appear on the list, simply click the add button to add information for a new debtor.



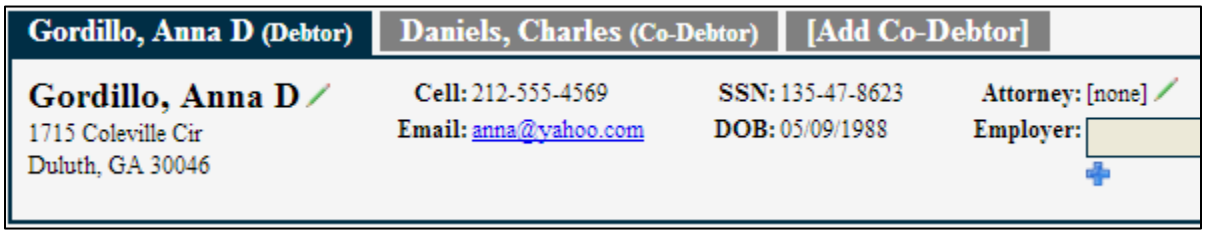
5. Review the debtor's info, and make sure this is the debtor you wish to set as co-debtor. IMPORTANT, the debtor has NOT yet been designated as co-debtor. If you want to set this debtor as a co-debtor, click on **Click Here to Set As Co-Debtor**.



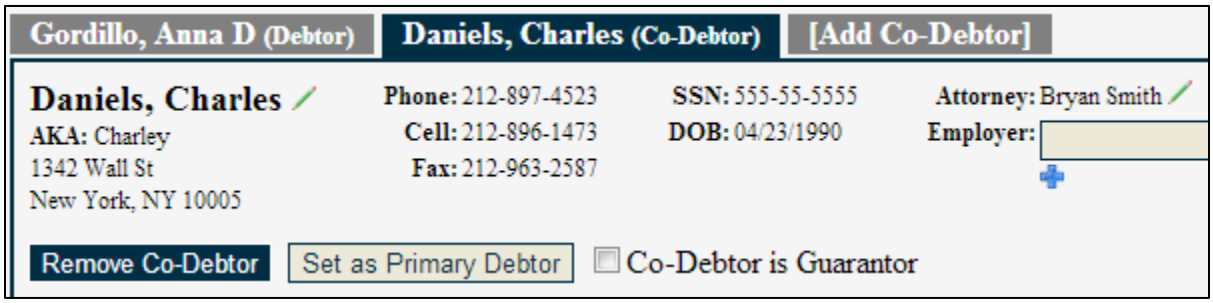
6. The debtor is now set as a co-debtor on the account. If this isn't the debtor you wanted to set as co-debtor, you could perform another search.



7. Once the debtor has been designated a Co-Debtor on the account. You may also choose to re-designate the co-debtor as primary debtor on the account, by clicking the **Set as Primary Debtor** button.



Co-debtors can be moved to primary debtors by clicking on the "Set as Primary Debtor" button, or disassociated from the account all together by clicking on the "Remove Co-Debtor" button.

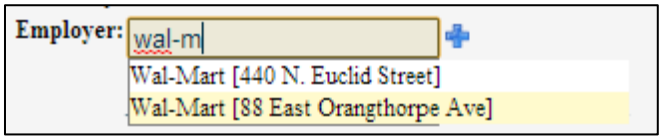


Removing co-debtor designation from an account does NOT remove the debtor from Simplicity. The debtor still exists, and can be searched for and added to new or existing accounts.

Selecting Existing Employers

When adding an employer to the system, you should first search to see if that employer has already been added in the system.

1. Begin to type the name of the employer, for example, you might start typing "wal-m" to pull up a list of wal-mart employers in the system.

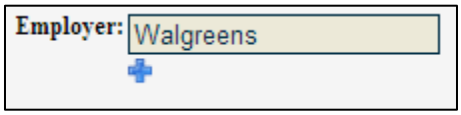


(A unique employer consists of a unique combination of name and address.)

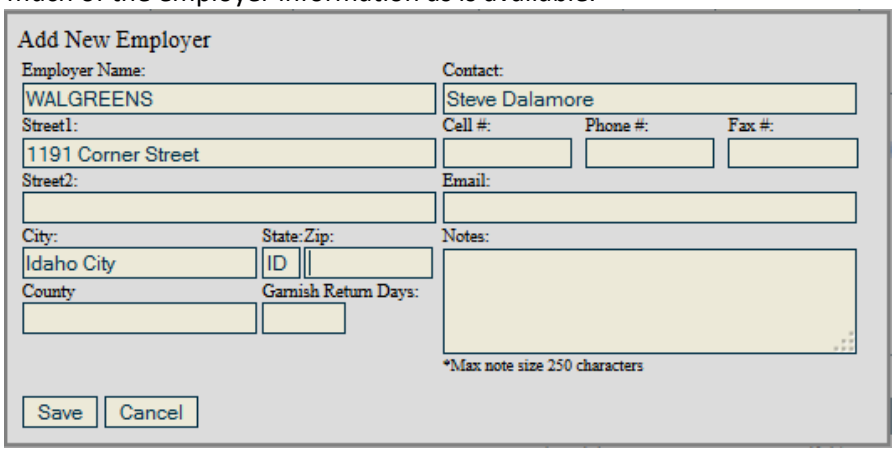
2. If the employer already exists, associate that employer to the debtor by clicking on it. All employer information will be populated and linked to that account.

Adding a new Employer

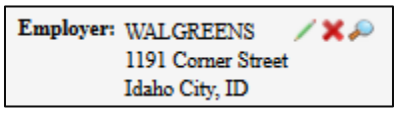
1. If the employer does not already exist, click the **Add button** to add the employer to Simplicity.



2. Add as much of the employer information as is available.

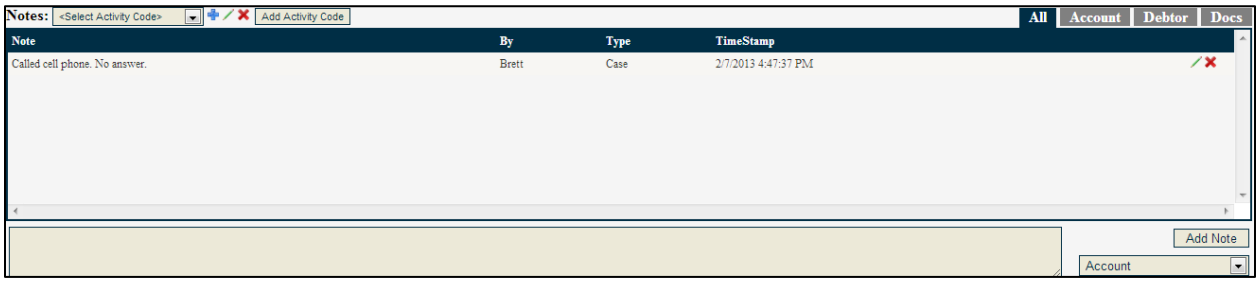


3. Click the **Save** button. Now the employer has been successfully added to the system, linked to the account, and can be reused in other accounts.



Account Notes

The Account Notes section allows a user to enter notes related to the account or view all notes, account specific notes, debtor specific notes, or document related notes by selecting the respective notes tabs on the right. By default, all notes are shown.



Adding a Note

1. Start typing your note in the blank box below the notes list.
2. After you are done typing your note, click **Add Note.**

3. You can also specify if the note is related only to that account, or if it should follow the debtor on other accounts he may be associated with. Do this by clicking the drop down list under **Add Note** and selecting **Debtor**.

As notes are entered into Simplicity, the name of the user who entered the note is attached, as well as the date/time stamp when the note was entered. New notes are added to the top of the list of notes.

*Administrators may edit and delete previously entered notes. Administrators will see an **Edit button** , and **Delete button** to the right of each account note to allow them to manage notes.*

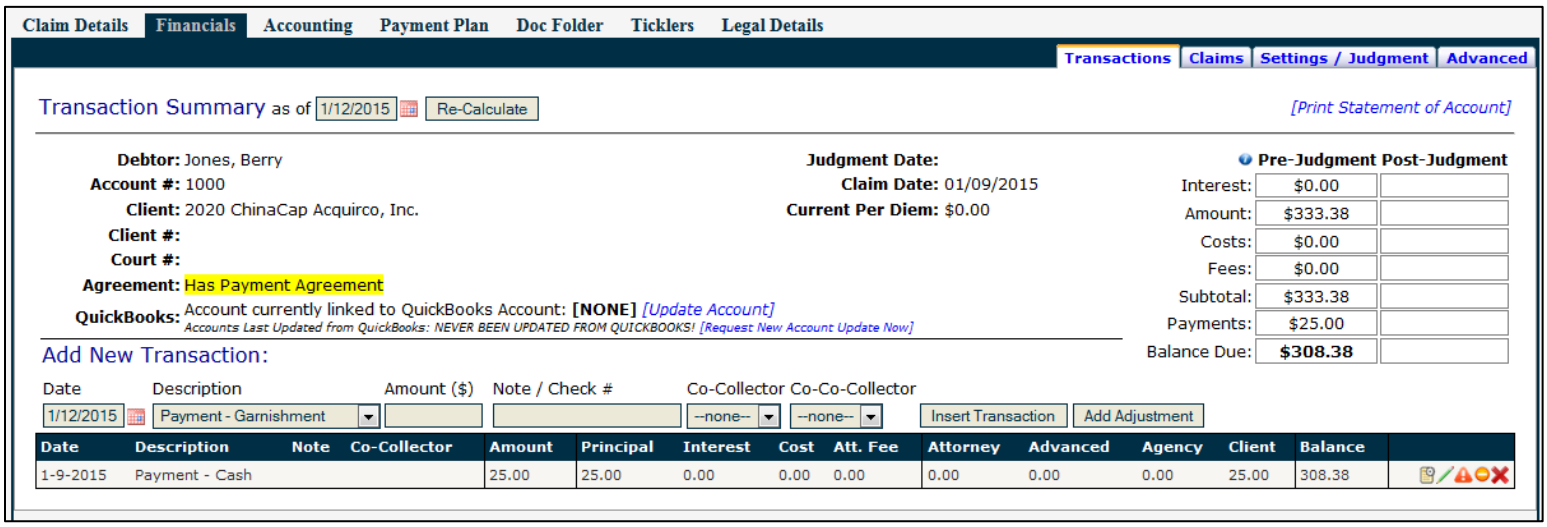
Activity Codes

You can save notes that you frequently use for quick use in the future.

- To add an activity code to the list of available codes, click the **Add button** .
- To use an activity code to make a note, choose the code from the drop down list and click the **Add Activity code** button. The code will be automatically made into a note and appear at the top of the notes list.

Financials

Posting payments and adding costs or fees happen on the financials tab.

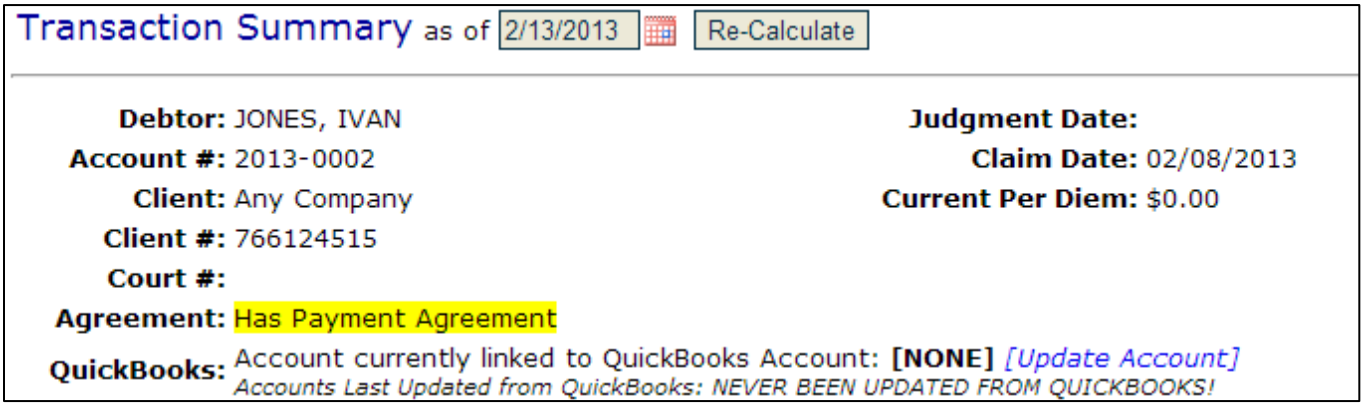


Transactions

The **Financials** tab is used to track all financial transactions between a debtor and your agency or firm. The **Transactions** sub-tab is designed to give you basic debtor information, provide both pre and post judgment financial status and provide a detailed allocation report for each payment received or cost incurred.

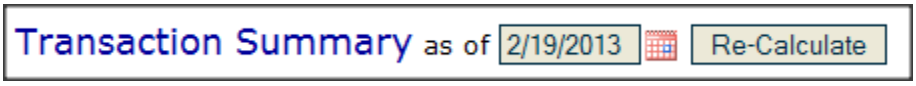
Transaction Summary

This section will show you a basic overview of the account and judgment information. Debtors with payment plans will show Has Payment Agreement. Debtors without a payment agreement show "None." This section also gives you a brief look at the client name, client claim #, judgment date (if there is a judgment), and the status of you QuickBooks link. The QuickBooks status will only appear for accounts that have activated the QuickBooks feature of Simplicity. If your QuickBooks account has been previously connection with Simplicity, a QuickBooks data sync can be performed by clicking on the **Request New Account Update Now** link provided.


Transaction Summary as of 2/13/2013 Re-Calculate
Debtor: JONES, IVAN
Account #: 2013-0002
Client: Any Company
Client #: 766124515
Court #:
Agreement: Has Payment Agreement
QuickBooks: Account currently linked to QuickBooks Account: [NONE] [Update Account]
Accounts Last Updated from QuickBooks: NEVER BEEN UPDATED FROM QUICKBOOKS!
Judgment Date:
Claim Date: 02/08/2013
Current Per Diem: $0.00

Recalculating the Transactions Summary

If you want to see what an account's financials were on another date, change the date Transaction Summary as of date.



This date can be changed either manually or by clicking on the calendar icon and selecting the correct date. By default, the current date is always selected. Once the new date is selected, clicking on the **Re-Calculate** button will recalculate the interest and balance for pre and post judgment amounts. The table showing how much was owed on the specified date will show the specified days actual balance adjusting for payments that have been made, costs added, and interest accrued since that date.

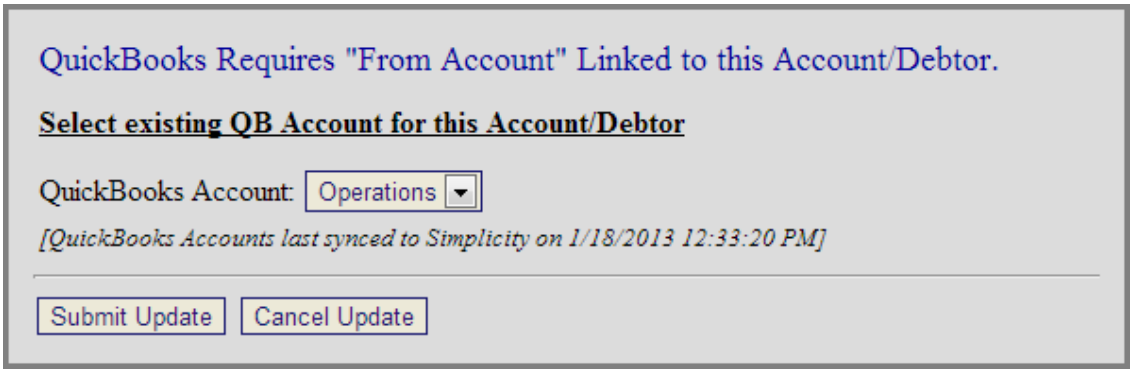
Statement of Account

You can print a statement of account by clicking the **[Print Statement of Account]** button in the upper right hand corner. This statement can be exported or printed to be sent to a debtor. It contains account details such as the original claim or judgment amount, and all transactions posted including payments made and costs/fees added to the debtors account.

QuickBooks Integration

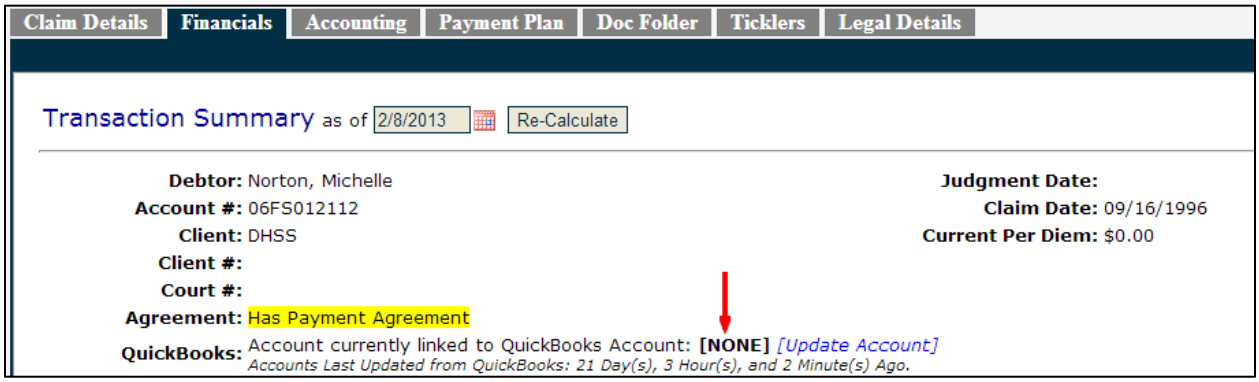
QuickBooks setup and installation must be complete for this feature to be available to you.

You can to link individual accounts to QuickBooks accounts through the **Financials** tab. When you enter your first transaction on an account that is not linked to a QuickBooks account, you will see the following screen appear allowing you to select which account in QuickBooks you would like to link the Simplicity account to.


QuickBooks Requires "From Account" Linked to this Account/Debtor.
Select existing QB Account for this Account/Debtor
QuickBooks Account: Operations
[QuickBooks Accounts last synced to Simplicity on 1/18/2013 12:33:20 PM]
Submit Update
Cancel Update

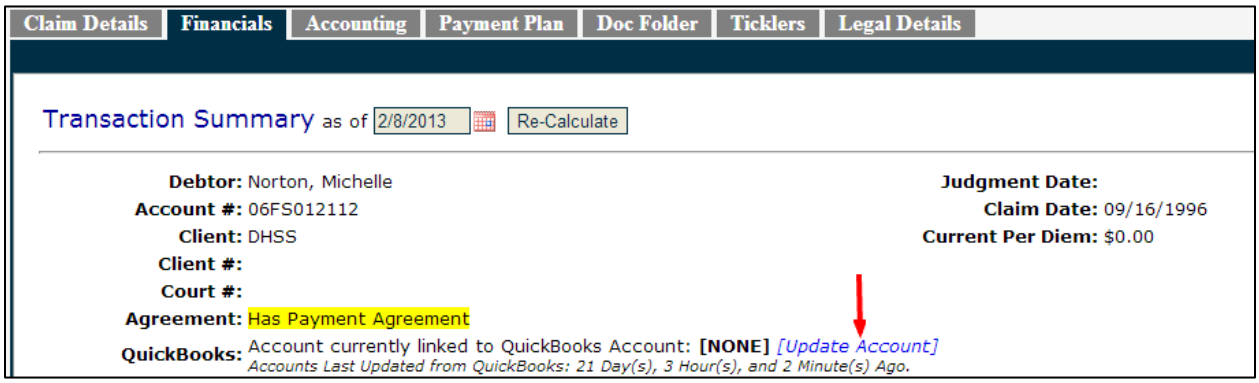
Select the correct QuickBooks Account from the drop list provided (this list should look identical to the list of QuickBooks accounts you see in your QuickBooks program), and click on **Submit Payment**. To submit a payment without feeding it to QuickBooks, click on **Submit Payment With No QuickBooks Feed**, or to cancel the payment click **Cancel Payment**.

Once your Simplicity account is linked to a QuickBooks account, the **Financials** tab will indicate which account it is linked to and when it was last updated from your QuickBooks session. In the sample below, this Simplicity account is NOT linked to any QuickBooks account thus showing [NONE].



Under the QuickBooks section of the **Financials** tab you will also notice one additional link that will help you manage your QuickBooks linked accounts. Each link will be described in detail below.

- The **[Update Account]** link provides you with the ability to "link" a Simplicity account with one of your QuickBooks accounts. In the account where a Simplicity account is already linked to a QuickBooks account, this link can be used to modify or change the current linked account. This is the account that Simplicity will deposit payment information to.



Occasionally, the data feed between Simplicity and QuickBooks will fail. If the data feed fails, we have developed a tool to help notify you of any failures. The **QuickBooks Transaction Error Viewer** can be found under **Tools** in the menu bar and additional information about its functionality can be found on page 171.

Pre-judgment Information

	Pre-Judgment
Interest:	$0.00
Amount:	$333.38
Costs:	$0.00
Fees:	$0.00
Subtotal:	$333.38
Payments:	$25.00
Balance Due:	**$308.38**

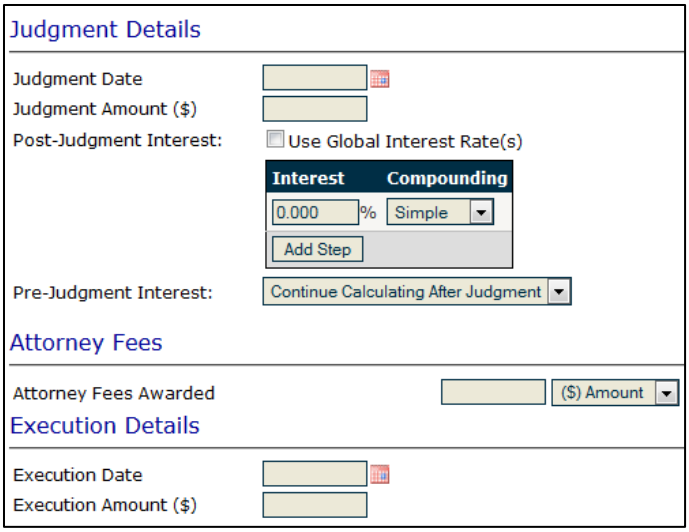
For accounts that have no legal action taken on them, the financials regarding how much is owed will show up in black under the Pre-Judgment column. Pre-judgment calculations are based off of the information stored on the **Claims** sub-tab. The small **Show** icon reflects the **Current Allocation Balances**.

For accounts that have multiple claims on them, the numbers that populate are a summation of each claim on the account. Multiple claims (including varying start dates, interest rates, and amounts) may be added to each individual account.

Pre-Judgment Claims

Interest Start Date	Interest (%)	Amount ($)	Note
2-8-2013	0.000	350.00	Client Claim Number: 766124515 |
4-23-2012	10.000	275.00	

For accounts where a judgment has been made, judgment details are entered in the **Settings / Judgment** sub-tab. This sub tab will be explained in more detail later in this section.

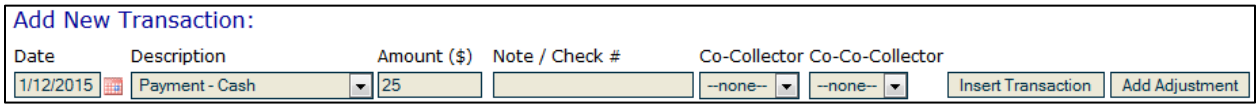


The table on the **Transactions** sub-tab will show the balance due under the Post-Judgment column heading. Pre-judgment information will continue to be calculated but will be grayed out indicating a judgment is present and all costs and payments will be applied to the judgment.

	Pre-Judgment	Post-Judgment
Interest:	$22.30	$32.44
Amount:	$625.00	$500.00
Costs:	$0.00	$0.00
Attorney Fees:	$0.00	$0.00
Subtotal:	$647.30	$532.44
Payments:	$0.00	$0.00
Balance Due:	$647.30	**$532.44**

Adding a New Transaction

The section at the bottom of the **Financials** tab is dedicated to entering payments, fees, and costs tied to an account. To add a new cost, fee, or payment transaction:



1. Enter a date into the **Date** field. Today's date will populate as the default date of the transaction.
2. Select the correct **description** from the drop list provided.
3. Enter the **amount** of the transaction.
4. Add any **notes** related to the transaction. (optional)
5. If the account is assigned to collector A and collector B helps take the payment, they can be marked as a **Co-Collector** to receive 50% of the credit for the payment.
6. Click on the **Insert Transaction** button.

If you need to add additional transaction descriptions and types, click on the **Advanced** sub-tab. More on this tab will be described later in this document.

Adding a Credit Card/ACH Transactions

Credit card and ACH transactions may be added and automatically charged in real-time when SimplicityCollect is fully integrated with an approved payment processor. The payment flow will go as follows:

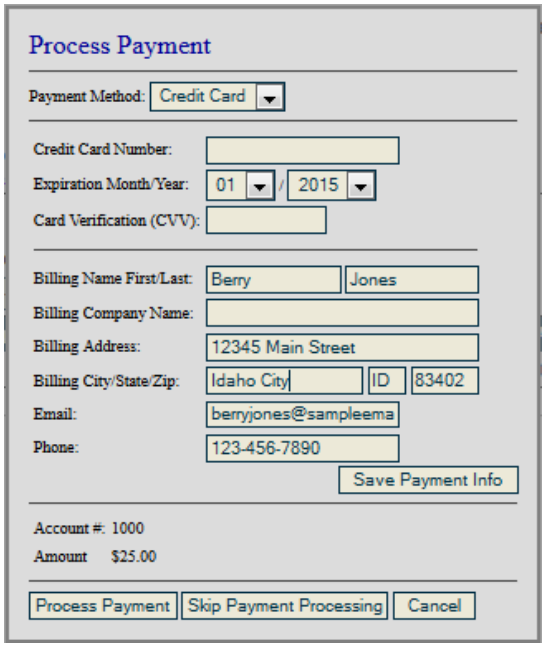
1. You must first have an account with an affiliated payment processor that integrates with SimplicityCollect. Please contact our support desk for a list of approved payment processors, or visit:

   http://www.simplicitycollect.com/affiliates/

2. When you decide upon a payment processor, the company you purchase the service through will work with Simplicity staff to set up your account in SimplicityCollect..

3. Within 24 hours of your payment processor approval, you are ready to accept credit / debit card payments.

4. To process the credit cards or ACH payments, you simply enter payment information on the financial tab as you normally would by doing the following:
   a. Specify the current date
   b. Select Payment – Credit Card as the transaction type.
   c. Specify the amount
   d. Add any applicable notes or co-collectors
   e. Click the “Insert Transaction” button
   f. At this point, a box will open up where you can enter in the credit card information including credit card number, expiration date, and security code. The debtor’s billing address should already be entered, but can be edited.
   g. Click the **Process Payment** button.
   h. You will receive immediate feedback on the results of the credit card processing.



You also have the options to **Save Payment Info**. NOTE: SimplicityCollect is PCI compliant, so saved payment information is not stored on our servers, but rather on your Payment Processor's server.

If you want to post a credit card transaction to a debtor's account and have it apply to the Balance Due, but do NOT want the card processed by your Payment Processor, you can use the **Skip Payment Processing** button. If you decide to return to the previous page without posting any changes, you can click the **Cancel** button instead.

Simplicity integrates with our payment processors using web services which means funds are captured and messages transmitted in real-time.

Voiding Payments

Let's take the example of a check returned NSF. You may still want the transaction line item that shows the debtor had attempted to make a payment, but you do not want this payment to be subtracted from the balance on the account because funds were never received. You can **void** the payment so that the balance is adjusted as if the payment never existed. To void a payment, you can do the following:

1. Click on the financials tab of the account with the payment to be voided.
2. Void the payment by clicking on the **Void button** at the end of the transaction line.
3. Confirm the void by clicking **OK**
4. The line item is now gray, and the payment acts as though it was never made.

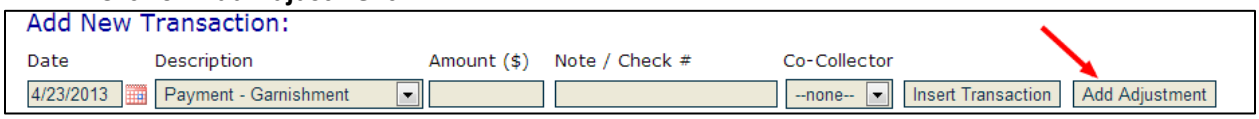
Date	Description
2-11-2013	Payment - Credit Card **VOID**

5. To re-apply the voided transaction, click the **Reset Voided Transaction button** .

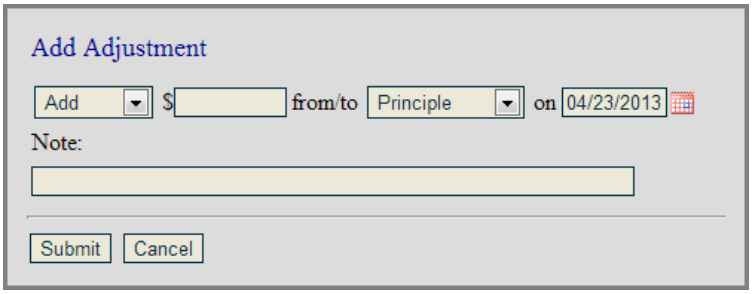
Adjusting Cost, Interest, or Principal

Manual adjustments to cost, interest, and principal can be made to to any account by using the Add Adjustment button.

1. Click on **Add Adjustment**:



2. From the box that opens, select whether you would like to make an adjustment that **adds** or **subtract**s from either principal, interest, cost, or attorney fees.
3. From the drop down list, choose which category the adjustment is being made, either to Principal, Interest, Cost, or Attorney Fees .
4. Enter the amount of the adjustment that you would like to apply.
5. Click on **Submit** to complete the adjustment.



Allocations and Disbursements

As you add transactions, they enter the table at the bottom of the **Financials** tab. This table shows the amount of the cost or payment, and it shows how the transaction was allocated to cost posted to the account, interest accrued, the principal, and attorney fees awarded. The table also shows how the funds are to be disbursed between the Attorney, Advanced, Agency, and Client, according to the attorney contingency fees, and client commission rates that you have set up under the **Settings / Judgment** sub-tab. At the end of each transaction line, a balance as of the date of the transaction is displayed.

Date	Description	Note	Co-Collector	Amount	Costs	Interest	Principle	Att. Fee	Attorney	Advanced	Agency	Client	Balance	
2-3-2013	Late Payment Fee			10.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	333.22	
10-25-2012	Payment - Credit Card			100.00	0.00	16.22	83.78	0.00	0.00	0.00	10.00	90.00	316.22	
4-23-2012	Payment - Credit Card			100.00	0.00	0.00	100.00	0.00	0.00	0.00	10.00	90.00	400.00	

If you need to manually override the allocation or disbursement of the transaction, you can do so by clicking on the **Override Payment Allocation** button. This will bring up a box where you can specify what allocation and disbursement will be applied to the account and can be manually typed in. Click **Save Override.** Now an orange box will appear around the Override Payment allocation button to show there is an override.

Transaction entries may be edited, voided, or deleted by clicking on the appropriate button at the end of each transaction line.

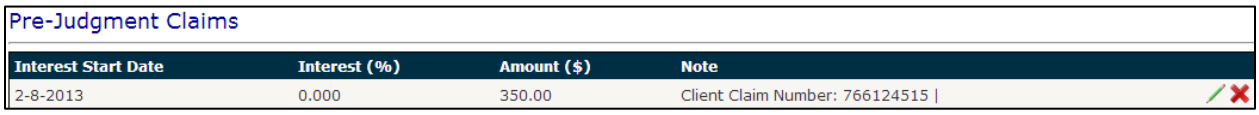
A summary of this table can also be printed out for the debtor by clicking on **Print Statement of Account** in the top right corner of the **Financials** Tab.

Claims

SimplicityCollect allows you to have accounts with multiple pre-judgment claims whether or not they all have different interest start dates, interest rates, and principal balances. You can add multiple claims or debt amounts owed with varying start dates and interest rates. **This sub-tab should NOT be used to add judgment information.**

Viewing Claims

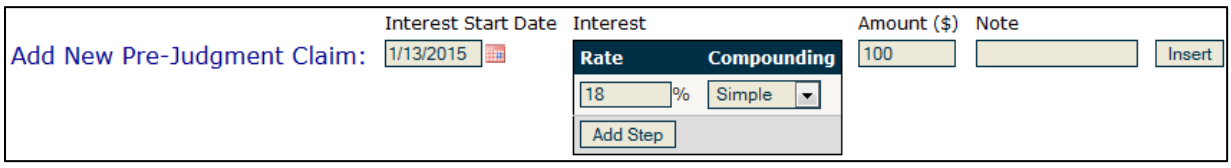
Selecting the **Claims** sub-tab will show you any existing claims for an account, and allow you to enter additional claims into the system.



Adding a new Claim/Debt Amount

In order to add a new claim or debt owed into Simplicity, navigate to the **Financials** → **Claims** tab.

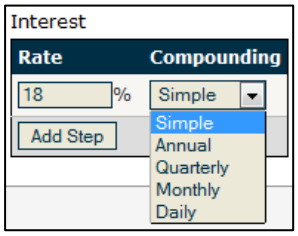
1. You will notice a section at the bottom that allows you to **Add New Pre-Judgment Claim:.** Here you will want to enter the **Interest Start Date** either manually, or by using the pop-up calendar.
2. Enter the **interest rate** as a whole number.
3. Specify the principal **amount.**
4. Add any **notes** you would like associated with this claim such as the origin of the claim, or its purpose.
5. Once your information is entered, click on **Insert** to see the claim appear in the **Pre-Judgment Claims** table.

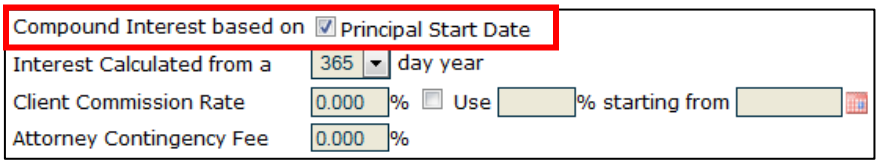


Simplicity calculates interest on each claim individually and adds the interest together. The pre-judgment information that you see in the **Transaction** sub-tab of **Financials** is the summation of the information on this screen.

Interest can be broken down as **Simple**, **Annual**, **Quarterly**, **Monthly**, and **Daily**. By default **Simple Interest** calculations are used in Simplicity and will never compound. **Annual**, **Quarterly**, **Monthly**, and **Daily** interest can be selected instead; by default compounding interest will NOT compound based off of the principal start date, but rather off of January 1st of each year unless otherwise adjusted.

The first picture below reflects the debtor's **Claim** screen, and the second reflects the option under the **Settings/Judgment** sub tab which will be explained further in the next section.

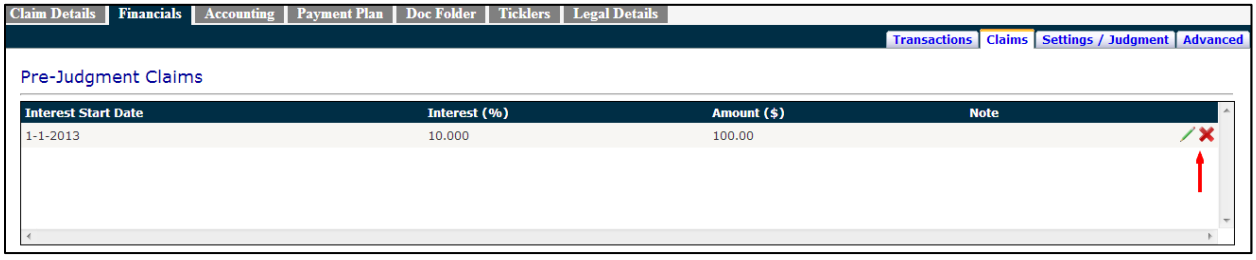




You can add multiple claims for any pre-judgment account.

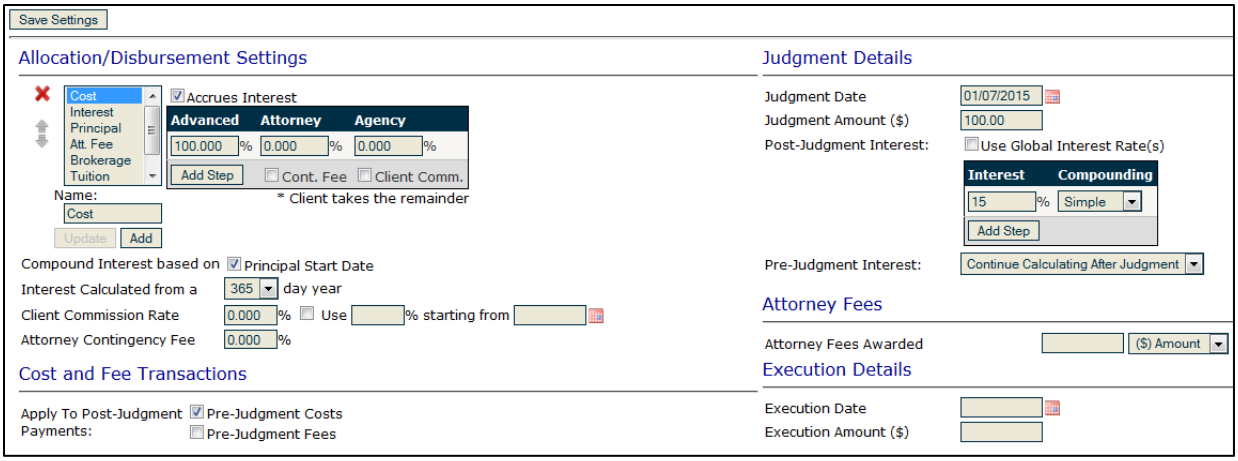
Deleting/Editing a Claim

If you have already entered claims into the system and need to edit or delete any pre-entered claim, simply find the claim from the "Pre-Judgment Claims" list and click on the edit or delete icons to the right of the claim you wish to modify or delete.



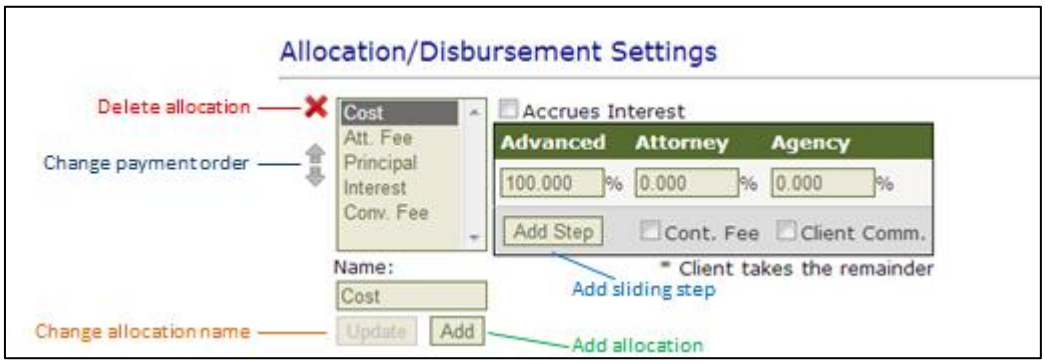
Settings / Judgment

The **Settings/Judgment** section of the **Financials** tab is dedicated to setting up your payment contingencies and tracking your judgment details. Each element of this section will be detailed as follows:



Allocation/Disbursement Settings

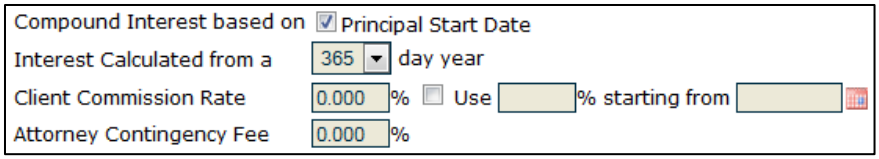
The **Allocation/Disbursement Settings** section lets you add allocations, change payment orders and change allocation names in the system. Additionally, you can create disbursements for each one of your allocation types and/or add sliding contingency steps to individual allocations. The following image best portrays how to add, remove, reorder, or modify allocations and their disbursements.



Please note that an allocation may not be removed if it is currently in use by any case file in the system.

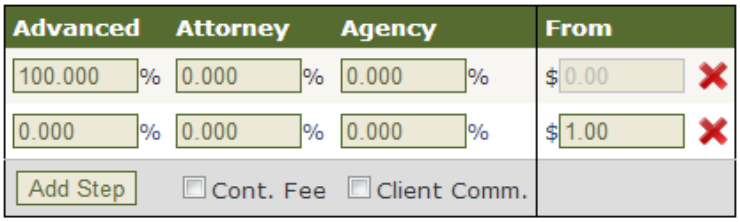
Users must have appropriate permissions to delete, rename, or add allocations. If the user does not have adequate permission, the red ✖, the name box, and the "Update" and "Add" buttons will disappear.

Each allocation's disbursement may be further customized. As noted by the "*Client takes the remainder note", by default, the client will receive whatever is not allocated. You can also specify whether or not an allocation accrues interest by selecting or deselecting the "Accrues Interest" box above the disbursements. The Attorney and Agency percentages may be overridden by the Contingency Fee or Client Commission Rates using the "Cont. Fee" and "Client Comm." check boxes. Clicking on these check boxes will gray out and override the Attorney and Agency boxes in the disbursement section.



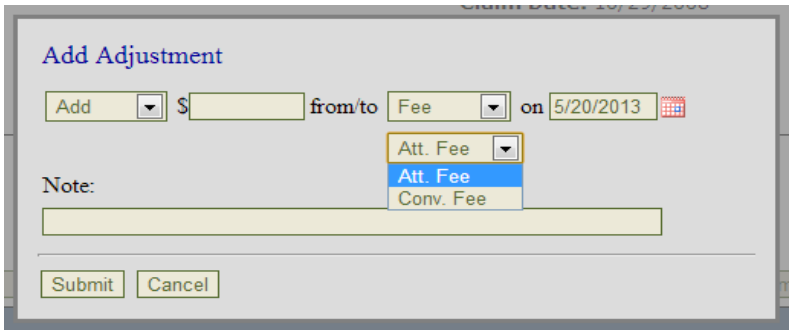
If the **Principal Start Date** box is checked, the interest will compound based on the claim/judgment start date. Otherwise, it will compound based on Jan. 1st.

The "Add Step" button may be used by agencies that use sliding steps to calculate the money and agreements with their clients. If the "Add Step" button is clicked the disbursement screen will look like the following:



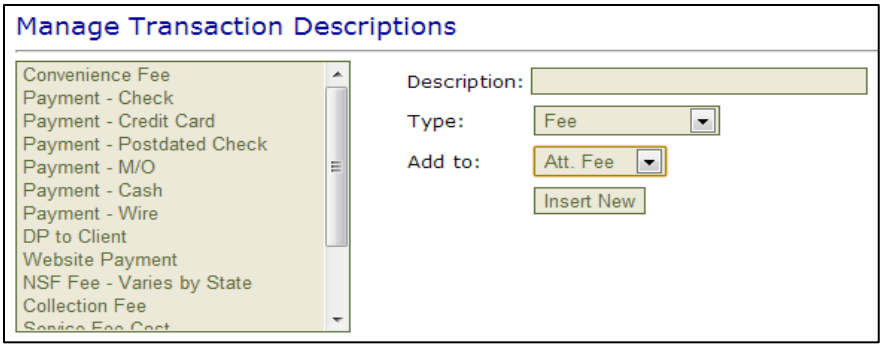
Before "Add Step" was clicked, there was essentially one sliding step with no cap. The "*from*" column was unnecessary, so it was hidden. If you were to delete one of these steps, the *"from"* column would disappear again. You'll notice that the top right box is grayed out and equals 0. This is because the first step's *from* value is forced to be $0. Each step, of course ends at the next one's *from* value, except the last, which has no cap.

When an allocation is added, it shows up in a few different places. Of course, it shows up in the allocations columns in the transactions table, but it also shows up as an option in the adjustments:



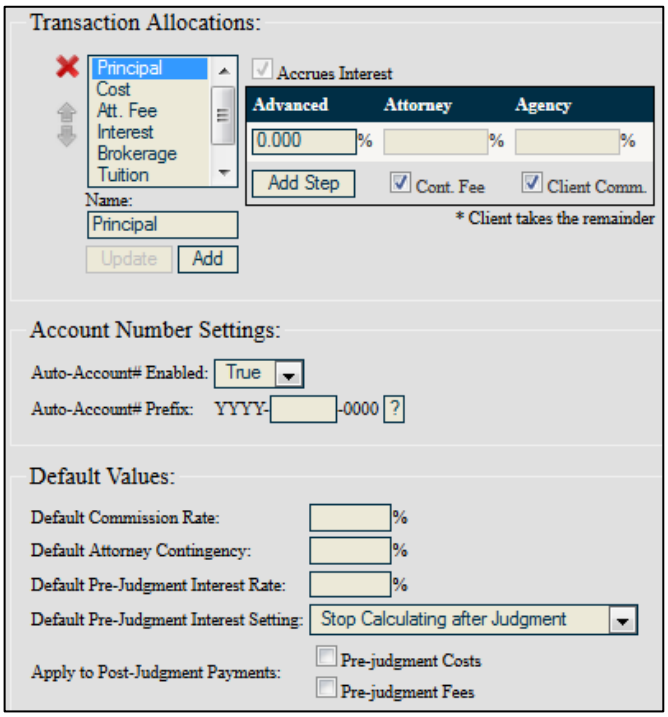
When the adjustment is set to "Fee", a dropdown box appears beneath it with a list of the various fee types (if there is more than one).

In order to create transactions that add to the new allocations, new transaction descriptions must be created under the **Advanced** tab:



Again, when the type is set to Fee, a dropdown with a list of fee types appears.

Default financial settings can also be set up globally on a client level under the **Settings → Clients** menu. That screen would look like the following and functions the same way:



Judgment Details

1. "Judgment Date" is the starting date of the judgment.
2. "Judgment Amount" is the total amount of the judgment.
3. "Post-Judgment Interest" is the interest rate for the judgment that is set by court.
4. "Pre-Judgment Interest" lets you continue or stop calculating pre-judgment interest after a judgment is set.

Attorney Fees

1. "Attorney Fees Awarded" is the dollar or percentage amount of attorney fees that were awarded in the judgment.

Execution Details

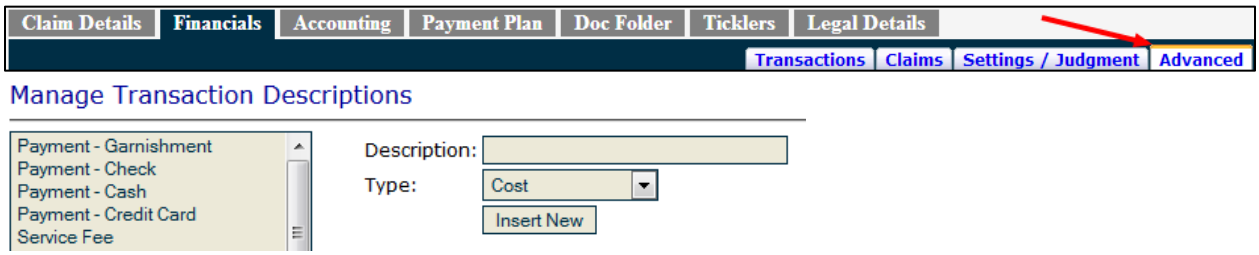
1. "Execution Date" is the date the writ was entered with the court.
2. "Execution Amount" is the total amount of the writ of execution.

Cost and Fee Transactions

1. "Apply to Post-Judgment Payments" lets you apply Pre-Judgment Costs and/or Fees to the Post-Judgment.

Once you have completed filling in or altering information in this section, click the **Save Settings** button to apply your changes to the account.

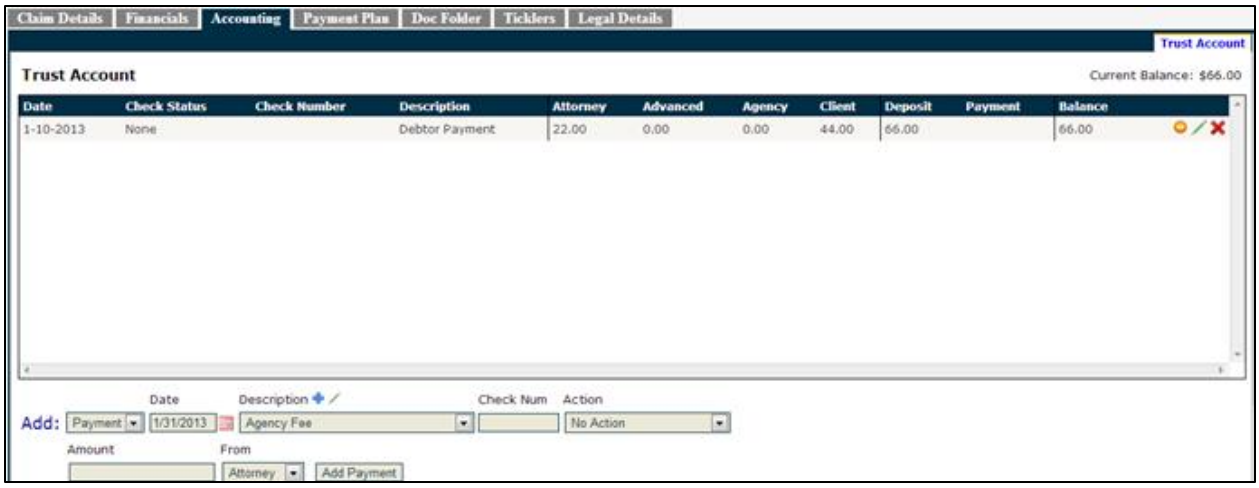
Advanced



Add a New Transaction Description

1. Pull up an account.
2. Click **Financials** → **Advanced**.
3. Enter a **Description** such as "NSF Fee."
4. From the **Type** drop down list, select what type of transaction the description is:
    a. Cost: Costs and non-attorney fees which are added to the *Balance Due*
    b. Client Payment: Payment made directly to the client, subtracted from the *Balance Due*
    c. Fee: Attorney fees added to the *Balance Due*
    d. Netted Payment: Payment made to another entity (ex. an attorney) that collects a gross amount, then sends your agency a netted amount after taking their fee. The gross amount is subtracted from the *Balance Due*, but only the netted amount is used by you to disburse.
    e. Payment: Basic payment transactions subtracted from the *Balance Due*.
5. Click **Insert New**.

Accounting



The trust accounting tab can be used very much like a checkbook register. When payments from a debtor come into the financials tab, they are also recorded as **deposits** into the trust account. Meaning, now there is a positive balance in the trust account that must be zeroed out by making a **payment** out of the trust account to each of the entities that deserve a portion of the debtor's payment.

Making a Deposit

1. Next to **Add:** in the drop down list select deposit.
2. Under **Date** today's date will automatically appear. You can override this by typing in the appropriate date.
3. Under **Description**, select or add a description that indicates the purpose of the payment such as "Client Advanced payment for Costs."
4. If the deposit involved a check, you can specify the number from the check for your reference. Otherwise, you can leave this box blank.
5. Specify the amount that the deposit was made for under **Amount**.
6. Where it says **To** choose where you would like the deposit to be applied. So if the client made an **Advanced** deposit, specify the **To** as Advanced. This would be for instances where the client makes a deposit in advance to accruing the cost.
7. If an agency fee applies, specify this under **Agency Fee**.
8. Click **Add Deposit**

Making a Payment

In the trust account screen you can zero out the balance by writing checks, or making payments to the client, or attorney. You would add these payments in manually on this page. The steps are as follows:

1. Next to **Add:** in the drop down list select payment.
2. Under **Date** today's date will automatically appear. You can override this by typing in the appropriate date.

3. Under **Description**, select or add a description that indicates the purpose of the payment such as “Client Remittance.”
4. If you plan on printing the check at this time, type in the number that appears on the check you will be printing in the **Check Num** box. Otherwise you can leave this box blank.
5. Under **Action** you can choose to either queue the check to print later, print the check now, or take no action.
6. Specify the amount that you would like to write the check out for under **Amount**.
7. Where it says **From** choose where you would like the disbursement to come from. So if all **Advanced** is to go to the client, you would write a check to the client **From** Advanced.
8. Click **Add Payment**

Voiding, Editing and Deleting Accounting Actions

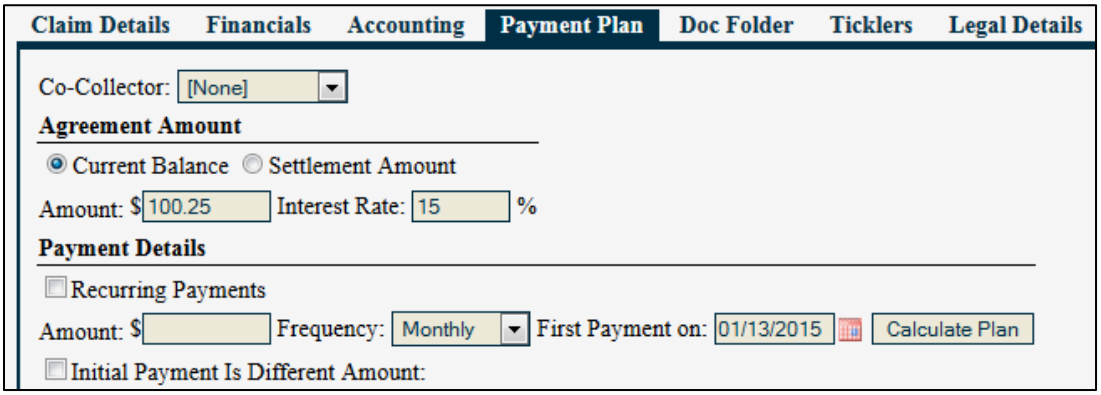
You can void , edit , and delete accounting actions by using these buttons found to the right of the actions appearing in the list.

Accounting Auto Actions

You can set up payment actions to occur automatically when a debtor payment is received by clicking on **Settings → Accounting Auto-Actions.** For more information on accounting auto actions, please see page 137 in the **Accounting Auto-Actions** chapter.

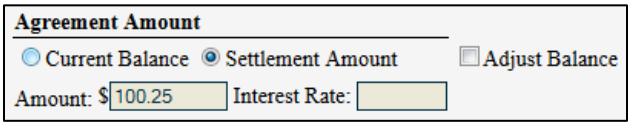
Payment Plan

Payment plans can be created by clicking on the "Payment Plan" tab pictured below and filling in the appropriate fields. Each field will be detailed below. Payment plans should be binding and are not intended to be changed once agreed upon. If the payment plan needs to change or the debtor has broken the arrangements in a payment plan, it is best to delete the plan and create a new payment plan.

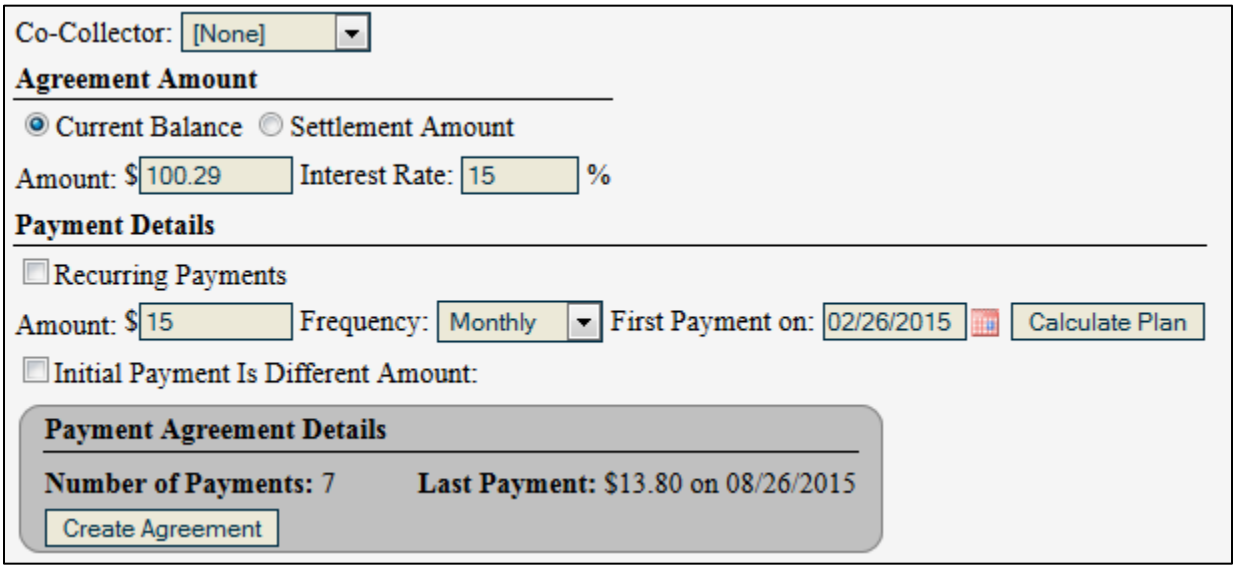


Creating a New Payment Plan

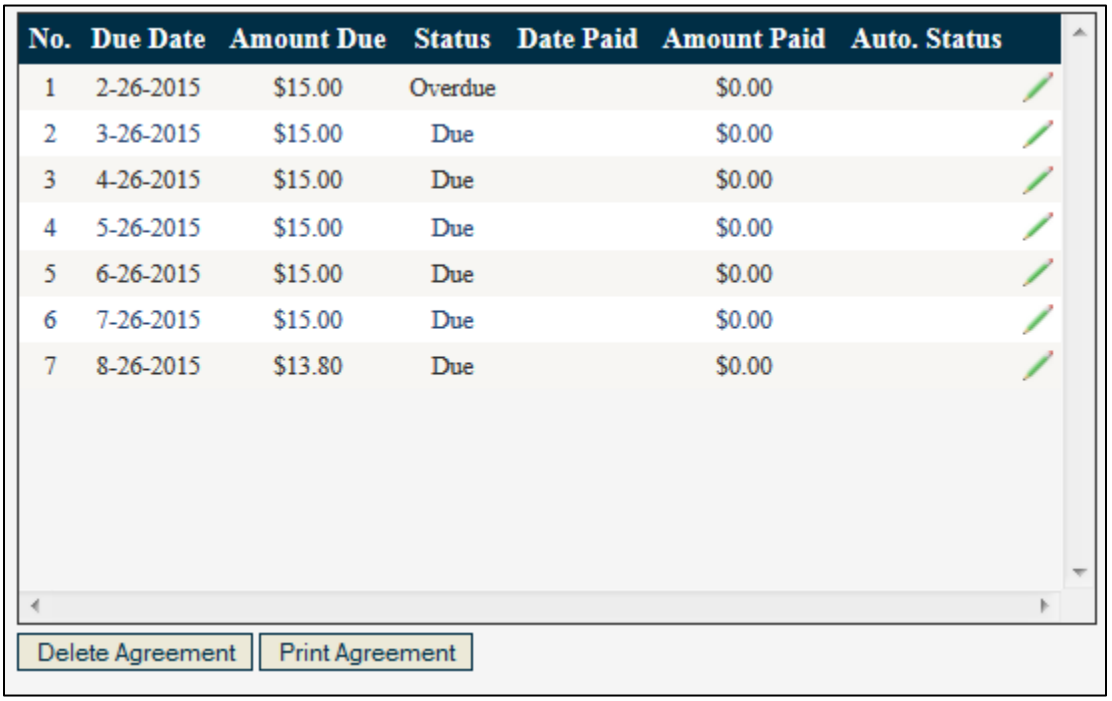
1. If a Co-Collector—a collector who is different from the one assigned to the account—is helping to set up the Payment Plan, they can pick their name from the dropdown list to receive half of the credit for payments made.
2. To create the payment plan, first select either "Current Balance" or "Settlement Amount."
    a. If you select **Current Balance** the amount will automatically be entered from the current balance found under the "Financials" tab, and the "Interest Rate" is the pre-judgment or post-judgment interest rate set under **Financials** → **Claims** or **Judgment/Settings** tabs respectively.
    b. If you select **Settlement Amount**, you will manually enter the amount the debtor has agreed to pay, as well as the applicable interest rate.
        i. An **Adjust Balance** box will appear when **Settlement Amount** is selected. If checked, all allocations other than interest will be zeroed out as of the date of the first payment and the principal will be equal to the **Settlement Amount.**



3. Under **Payment Details**, enter the **Amount** of the individual payments to be made.
4. Choose the **Frequency** of the payment. You can choose Monthly, Bi-Monthly, or Weekly.
5. Enter the date the first payment is due
    a. You can mark the box **Initial Payment is Different Amount** if the debtor would like to pay a different amount for the first payment due.
6. Then click **Calculate Plan**.
7. The **Payment Agreement Details** (pictured below), will appear giving a summary of the Agreement.



8. To finish creating the agreement, verify that the information in the **Payment Agreement Details** is correct and then click **Create Agreement**. The Payment Plan is now created (see image below).



No.	Due Date	Amount Due	Status	Date Paid	Amount Paid	Auto. Status
1	2-26-2015	$15.00	Overdue		$0.00	
2	3-26-2015	$15.00	Due		$0.00	
3	4-26-2015	$15.00	Due		$0.00	
4	5-26-2015	$15.00	Due		$0.00	
5	6-26-2015	$15.00	Due		$0.00	
6	7-26-2015	$15.00	Due		$0.00	
7	8-26-2015	$13.80	Due		$0.00	

Delete Agreement | Print Agreement

The payment plan will show the status of each payment as **partial** (a fraction of the amount due was paid), **overdue** (payment came in after the due date), or **paid in full** (the payment was complete in amount and paid on or before the due date). The date the payment was made will also appear. The first payment MUST be made on the specified date; payments made before this point will not be credited toward the first payment.

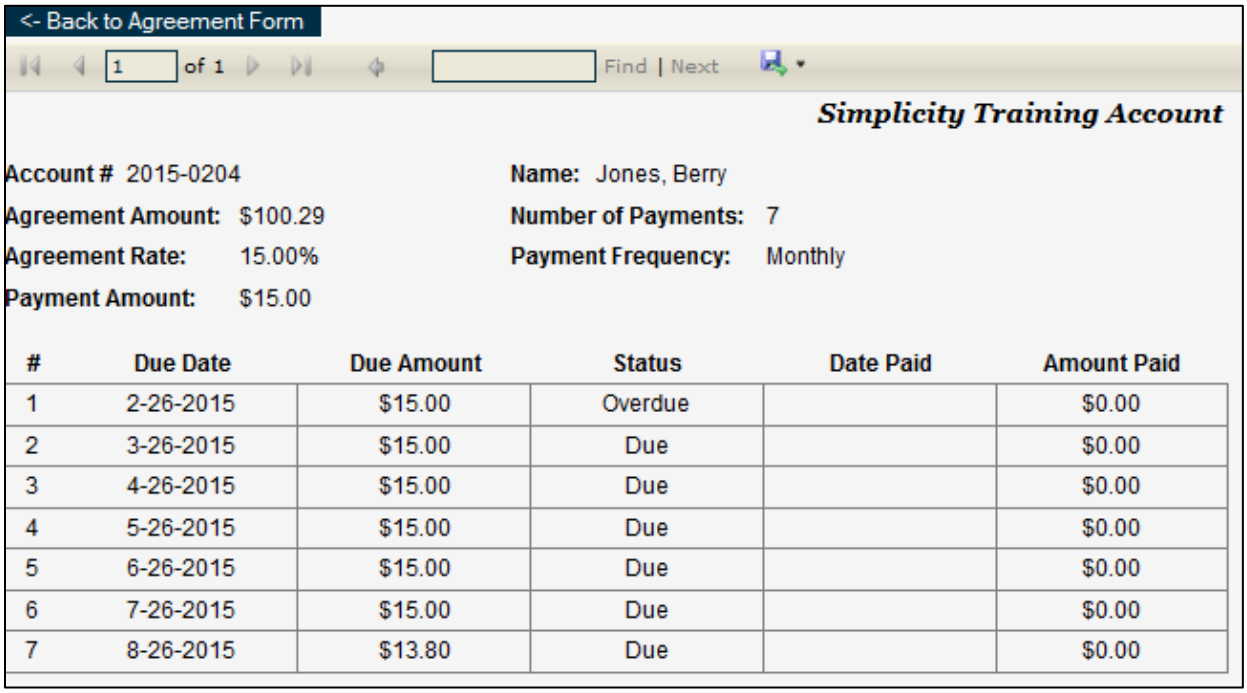
Individual payment amounts and due dates may be edited by clicking on the **Edit Icon** . If you change one specific payment amount within the plan, it will automatically recalculate the remaining payment amount from that entry forward (for example, the last payment in the plan will be different).

Note that changes made to dates should be done going down *the list from top to bottom. This will prevent edits from overwriting one another.*

You can also delete the payment agreement plan by clicking **Delete Agreement** at the bottom of the agreement.

Payment Agreement Report

Clicking the **Print Agreement** button will take you to a new page, displaying the **Payment Agreement Report**.



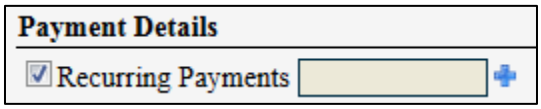
#	Due Date	Due Amount	Status	Date Paid	Amount Paid
1	2-26-2015	$15.00	Overdue		$0.00
2	3-26-2015	$15.00	Due		$0.00
3	4-26-2015	$15.00	Due		$0.00
4	5-26-2015	$15.00	Due		$0.00
5	6-26-2015	$15.00	Due		$0.00
6	7-26-2015	$15.00	Due		$0.00
7	8-26-2015	$13.80	Due		$0.00

This will provide you a summary of the entire payment agreement along with some other basic information like the number of payments, the payment frequency, the agreement amount, and the average payment amount. Using the export icon you can download and print this report via Microsoft Excel, Microsoft Word or as a PDF.

To return to the original Payment Plan page, simply click on the **<- Back to Agreement Form** button at the top left.

Recurring Payments

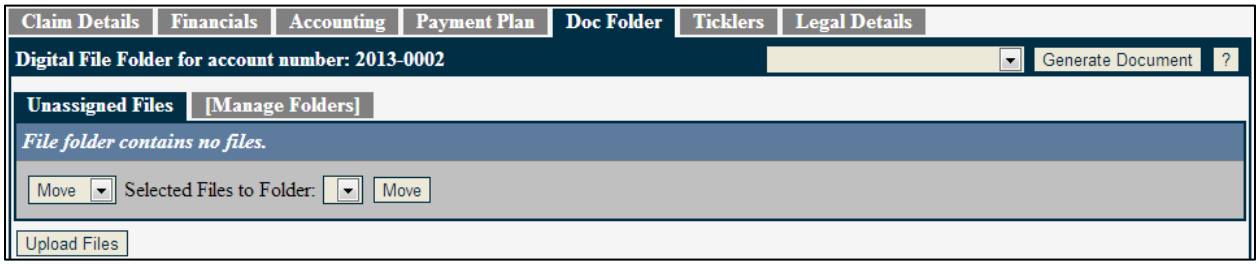
The steps listed above create a basic Payment Plan that reflects activity on the Financials tab. However checking the **Recurring Payments** box will additionally attach payment plans to your payment processor. If you have a merchant account or payment processor set up through SimplicityCollect, you can use your payment plans to automatically attempt credit card charges on the charge due date. To attach a debtor's credit card to a payment plan, select the **Recurring Payments** box and click the blue **ADD** button. If a credit card for this debtor already exists, you will be able to select that card from a list of available credit cards. You can also remove a card by selecting the card and clicking on the red **DELETE** button.



Reports → Legal Reports *#48 - 56 account for when payments are due based off payment plans.*

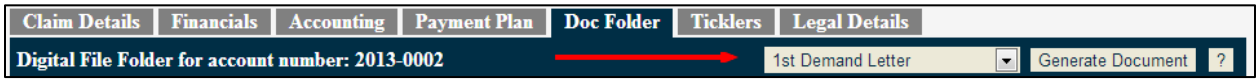
Doc Folder

The “Doc Folder” section of SimplicityCollect is used to print off documents from a template, and to store documents related to a particular account. To access the “Doc Folder”, open an account and click on the “Doc Folder” tab.



Generating a Single Document from a Template

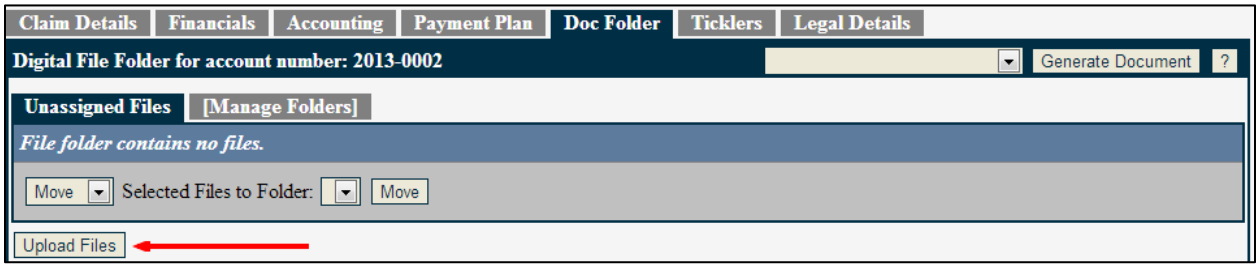
1. In the Doc Folder, in the upper right corner there is a list of the templates you have in your system. If document names do not show up in this droplist, you need to create documents and upload them into your system for use via the **Settings->DocGen Templates** menu. More regarding the DocGen Templates tool can be found later in this manual.



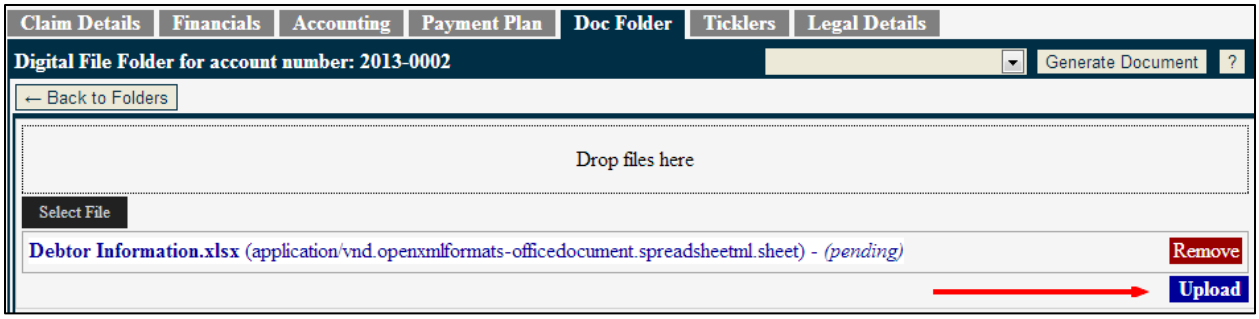
2. Select the template from the drop down list that you would like to generate a document from.
3. Click **Generate Document.**
4. Follow the steps on your computer for downloading the file that generated.

Uploading a File to an Account

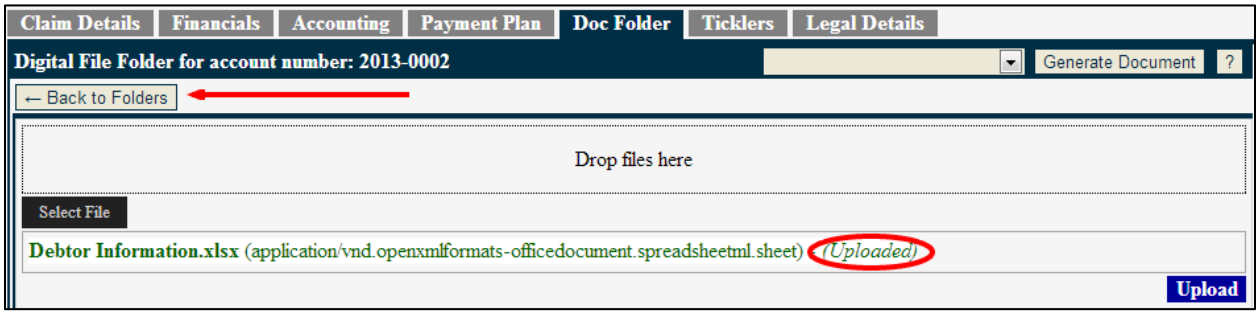
1. Click on **Upload Files** button to locate the file from your computer you wish to upload.



2. On the next screen you can choose to either drag-and-drop the files that you want uploaded to the box that says “Drop files here.” Or, you can click **Select File** to bring up a box that will allow you to search your computer for the file that you would like to upload.
3. Once you have selected the file or files you wish to upload, click **Upload** on the right to upload the file(s).



4. When the file has uploaded 100%, it is stored on the account for future reference. Click **Back To folders.**



Any document related to a particular account can be added to the "Doc Folder" tab. There are no limits to the number of documents that can be stored, but no one document can exceed the 5 MB size limitation.

Managing Document Folders

You can make folders to organize the types of files that you get for your accounts. These folders might be for legal paperwork, PDF scans of files sent to you or documents sent out from your office. Created folders are the same through all Simplicity accounts, and are not specific to just one account.

Making a Document Folder

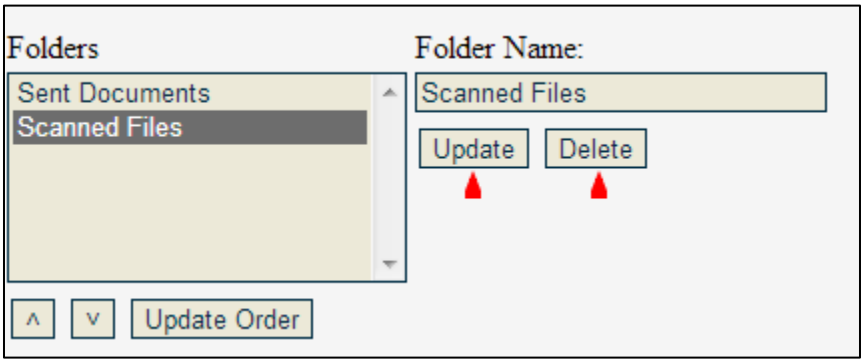
1. Click **Manage Folders**

2. Under **Folder Name**, type in what you would like to name your folder.
3. Click **Create Folder.**
4. They can be reordered by moving them up and down in the list on the right.

Editing and Deleting a Folder

1. Click **Manage Folders**

2. In the list of folders, click on the folder that you would like to edit, or delete.
3. On the right, a box with the folders name will appear; you can change the spelling and click **Update** or click **Delete** to remove the folder.

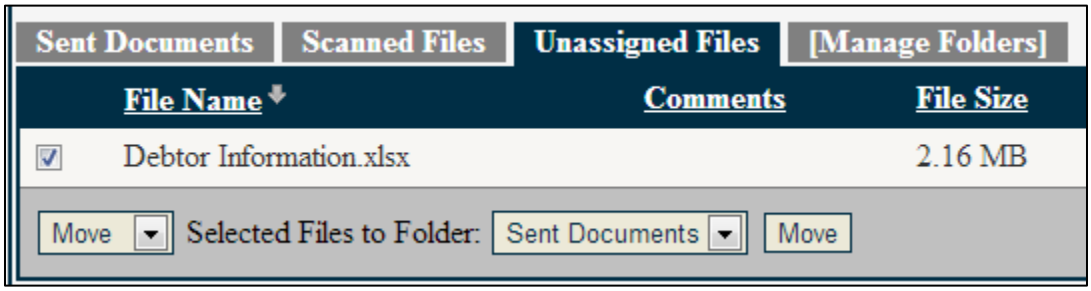


*If you delete a folder, the files that were in that folder return to the **Unassigned Files** folder.*

Placing Files into Folders

Upon upload, all files are placed into the **Unassigned Files** folder. Follow these steps to move the files into their appropriate folders.

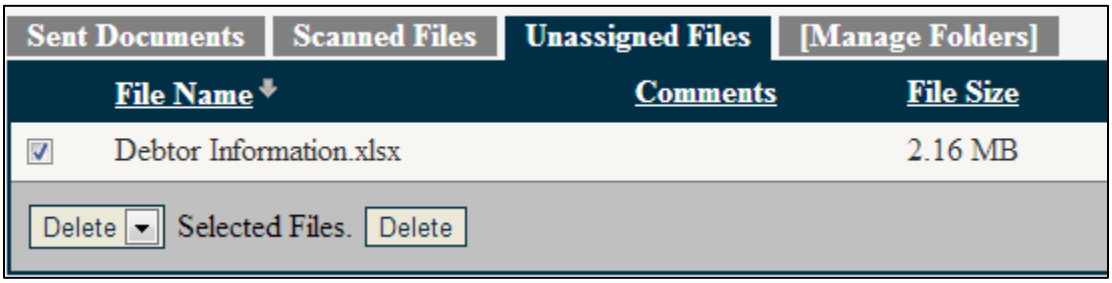
1. Click **Unassigned Files**, here the files that have been uploaded will appear.
2. Put a check in the checkbox next to the file that you would like to move to another folder.



3. Select **Move** from the drop down list below the files names.
4. Choose the folder you would like to move the selected files to.
5. Click **Move**, now the file is located in that folder on this account.

Deleting Files from an Account

1. Click on the folder that contains the file you would like to delete.
2. Put a check in the checkbox next to the file that you would like to delete.
3. Select **Delete** from the drop down list below the files names.



4. Click **Delete**.
5. A box will pop up asking if you are sure you want to delete the file(s), click **OK**.

Downloading a File

1. Go to the folder, and file that you would like to download to your computer.
2. On the right side of the screen click the **download** button .
3. Follow your computers instructions for downloading the file.

Adding a Comment

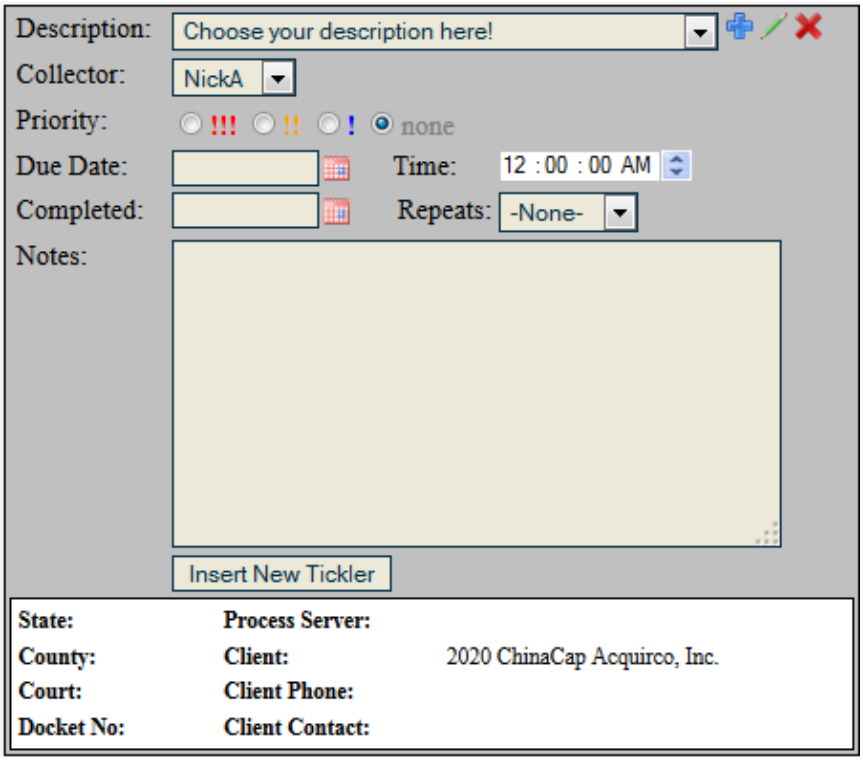
1. Go to the folder, and file that you would like to add the comment to.
2. On the right side of the screen click the **edit** button .
3. Type any comments that you would like in the box below **Comments**.
4. Click the green check to apply the comment.

Ticklers

The Ticklers section is used to create ticklers or reminders for specific accounts. Ticklers can appear on the home screen and are filterable so that you will not lose track of your accounts. Ticklers are simply reminders of tasks that need to be completed for specific accounts.

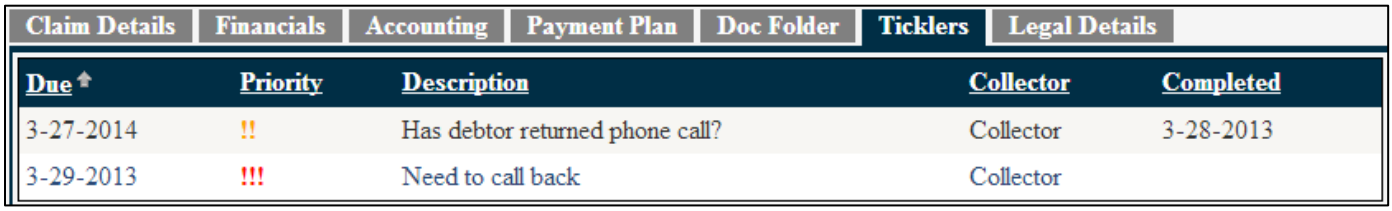
Creating a Tickler

1. Open an account that you would like to add a tickler to.
2. Click on the **Ticklers** tab.
3. In the grey box on the right side of the screen, select a **Description** from the drop down list, or add a new description by clicking on the **Add** button .
4. Assign a collector to the tickler from the **Collector** drop down list.
5. Set a **Due Date**, and add any notes related to this reminder.
6. Set the **Repeats** dropdown, if you would like the Tickler to repeat. It can be set to Daily, Weekly or Monthly. Once posted to repeat, the Tickler will stay in an "overdue" status if the Due Date comes and goes, until the Tickler is marked as completed. At that point the repeat will be set for the next day, week or month as expected.
7. Click **Insert New Tickler** and the tickler will be added to the account.



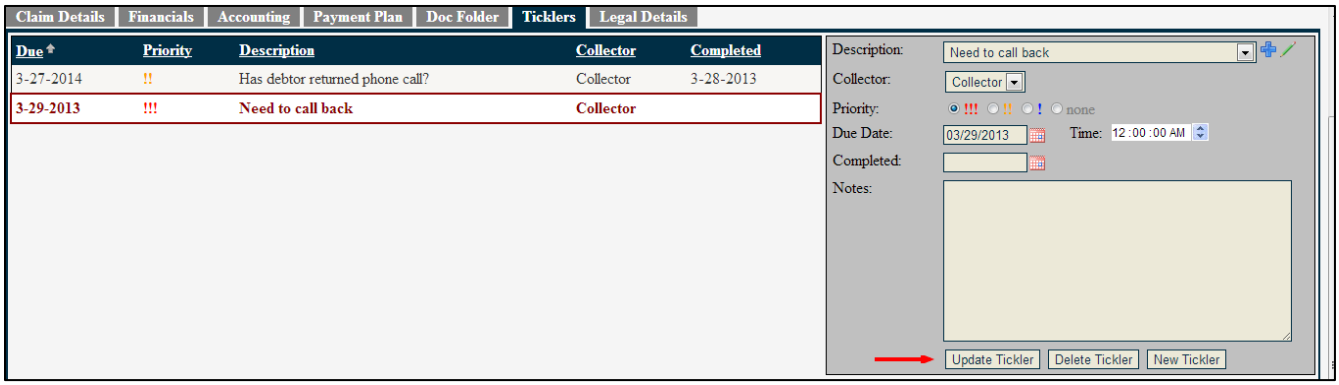
Viewing Ticklers

1. Open an account in Simplicity, and click on the **Ticklers** tab.
2. This tab shows you all ticklers for an account on the left side of the screen. It shows the tickler's due date, who the tickler is assigned to, and the tickler's description. *Ticklers are also viewable on the home screen under the MyTicklers section.*



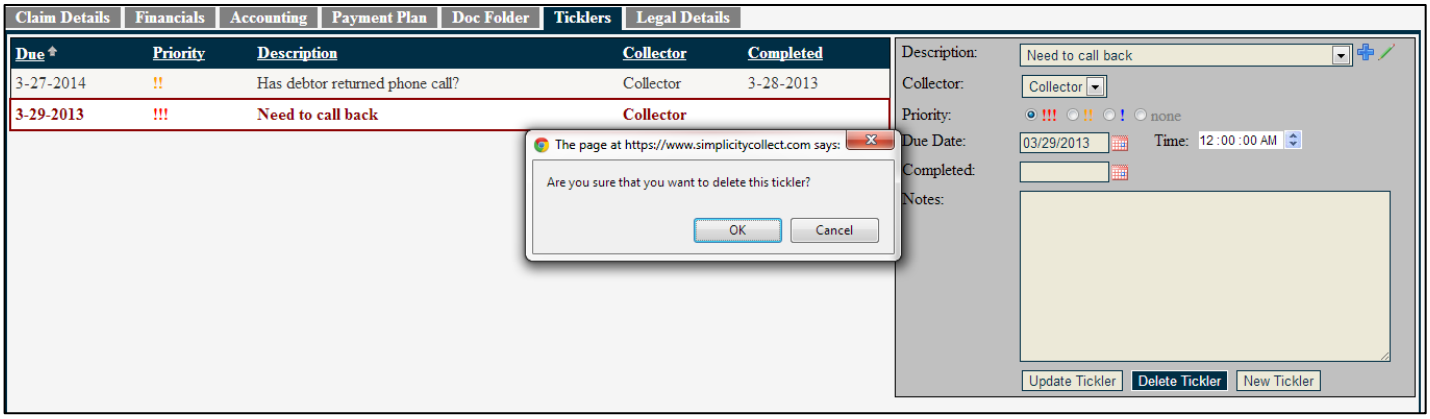
Editing Ticklers

1. Open up the account which has the tickler you would like to edit.
2. Click on **Ticklers**.
3. Click on the tickler you want to modify from the left column. The tickler you clicked on will change to red.
4. Make any changes you need by editing the information that appears in the gray box to the right of the tickler list.
5. Click **Update Tickler** to save changes.



Deleting Ticklers

1. Open up the account which has the tickler you would like to delete.
2. Click on **Ticklers**.
3. Click on the tickler you want to delete on the left column. The tickler you clicked on will change to red.
4. In the box on the right, click on **Delete Tickler**.
5. A box will ask you to confirm that you want to delete the tickler. Click **OK.**


Claim Details
Financials
Accounting
Payment Plan
Doc Folder
Ticklers
Legal Details
Due
Priority
Description
Collector
Completed
3-27-2014
!!
Has debtor returned phone call?
Collector
3-28-2013
3-29-2013
!!!
Need to call back
Collector
The page at https://www.simplicitycollect.com says:
Are you sure that you want to delete this tickler?
OK
Cancel
Description:
Need to call back
Collector:
Collector
Priority:
!!!
!!
!
none
Due Date:
03/29/2013
Time:
12 :00 :00 AM
Completed:
Notes:
Update Tickler
Delete Tickler
New Tickler

Legal Details

Legal details are a one page overview of everything that needs to be completed for a case that is in legal proceedings. It represents the entirety of the legal process from A to Z and has been dubbed by many of our attorney clients as "the anatomy of a law suit on a single screen". This screen is divided up into 8 logical sections following each case through the legal process. SimplicityCollect is the most complete legal tracking and collection software on the market due primarily to this screen.

These sections are as follows:

- Debtor information
- Financial Information
- Motions
- Complaint Information
- Supplemental Information
- Judgment Information
- Garnishment Information
- Case Notes

The legal reports found under Reports->Legal Reports follow the details of the legal screen. The legal reports were designed to provide exception reporting to each step of the legal lifecycle according to the details entered for each account on the legal details screen.

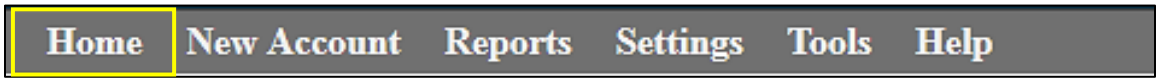
Legal details are covered in more detail in Appendix A on page 197.

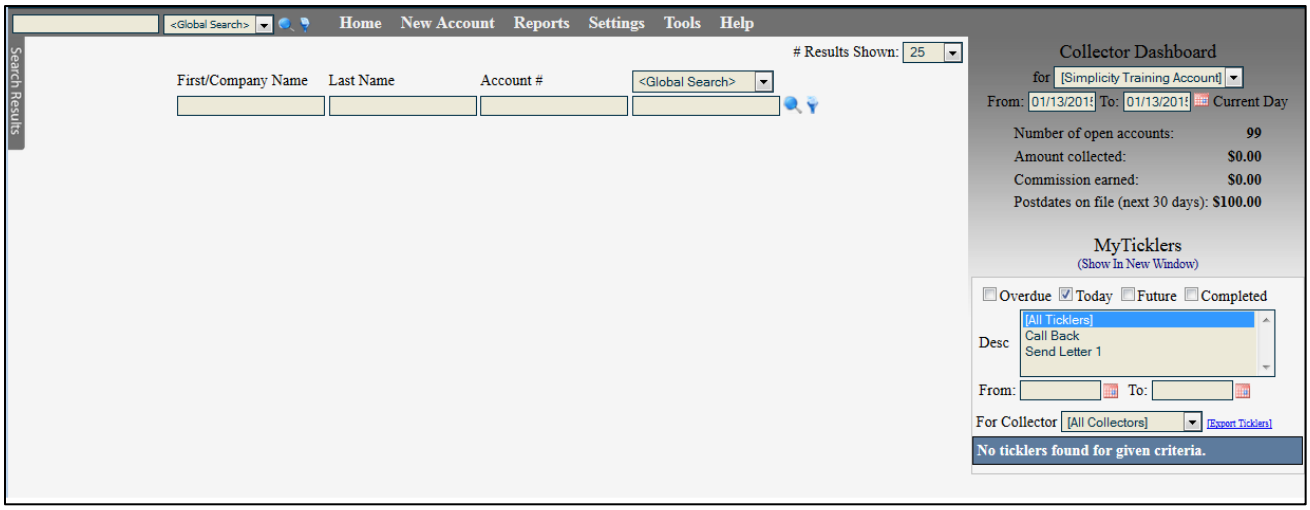
Navigation Menu

This section will detail the functionality and use of the Simplicity navigation menu.

Home Screen

The home button will always bring you back to the home screen where you can search for an account, apply filters to your search, access your ticklers, and view your collector dashboard.

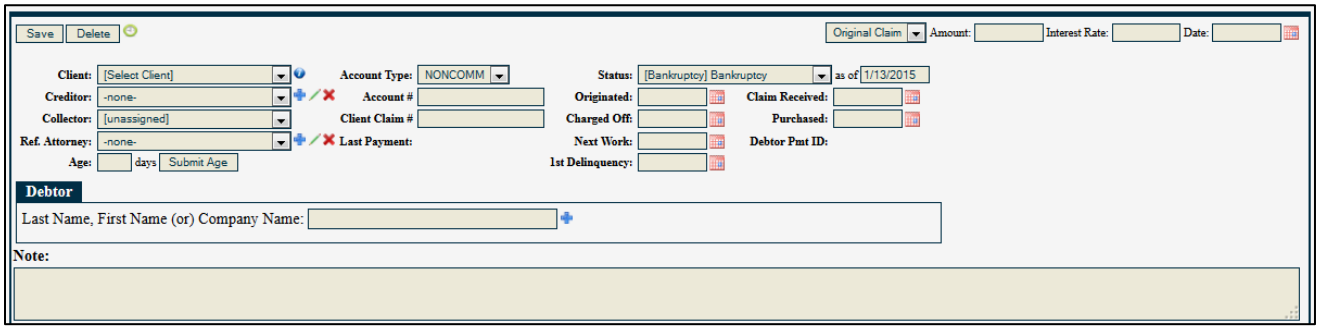




For more information on these separate areas, return to the **Home Screen Overview** section**.**

New Account

Click on the “New Account” menu button to enter new accounts manually one by one.



Adding Account Details

Please make sure that you have properly set up your SimplicityCollect software prior to adding new accounts. To do this, please do the following:

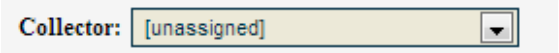
1. Check that your client has been created under **Settings → Clients** and that all information is correct under their name. Do this by clicking on their name on the left and reviewing their information on the right. If any changes are made, be sure to click **Update Client** at the bottom of the screen.
2. Create custom fields for data you have which do not have a corresponding field in Simplicity. A list of stock fields can be found under **Help→ Importer Help**. For more on creating custom fields, see the section on the **Custom Fields Admin.**

Once you have ensured that your account is properly set up you are now ready to add the account information.

1. On the menu bar, click **New Account**.
2. Select the client you received the account from in the **Client** drop down list.

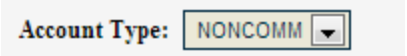
3. Select the creditor of the debt from the **Creditor** drop list, if it had one. If the creditor does not appear in the drop list, click on the **Add** button to the right of **Creditor** to add the creditor to the list.

4. Assign the account to a collector by selecting the collectors name from the **Collector** drop down list.



5. Assign the account a Ref. Attorney, if it had one. If the ref. attorney does not appear in the drop list, click on the the **Add** button to the right of **Creditor** to add the creditor to the list.

6. By default the **Account Type** is set to NONCOMM, or non-commercial. If you are collecting on commercial debt, this can be changed to COMM from the **Account Type** drop down list.

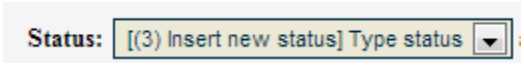


7. The **Account #** has probably been filled in after selecting your client. This can be overwritten if you would like a different number on the account. The account number needs to be completely original to this account and cannot be used on any other account. This number is used to refer to and update the account. The Account Number may be alphanumeric but must be a unique value in Simplicity.

8. Enter the **Client Claim #**, which is the original account number or the number that your client refers to this claim/account. This is an optional field.

When adding a Client Claim #, it will automatically cut off your data if it is longer than 50 characters.

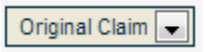
9. Select the **Status** from the drop list. For more on creating custom statuses and status types see the section on Statuses.



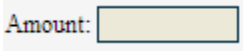
10. Continue populating the remaining fields with the appropriate data. The calendar icon represents a date field. Anywhere this is seen you can click on it and access a pop-up calendar to select the date from.

Now enter Claim Information in the upper right corner of New Account Screen.

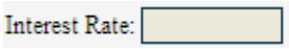
11. If you are entering a pre-judgment claim (i.e. there is no legal judgment on the account), leave the claim type as **Original Claim**.



12. Enter the amount of the original claim's principal in **Amount**. Do NOT put the current balance here unless you will NOT be adding in the payments, costs and fees separately.



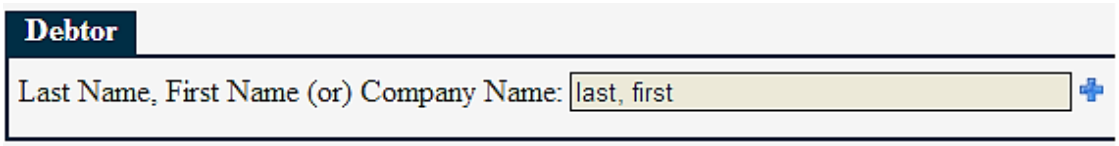
13. Enter the interest rate as a whole number, NOT a decimal. So if the debt receives a 10% interest, put 10 in the **Interest Rate** field. (If you do not apply interest, put a 0 in this field. This field must be populated with a value even if interest is not being accrued.)



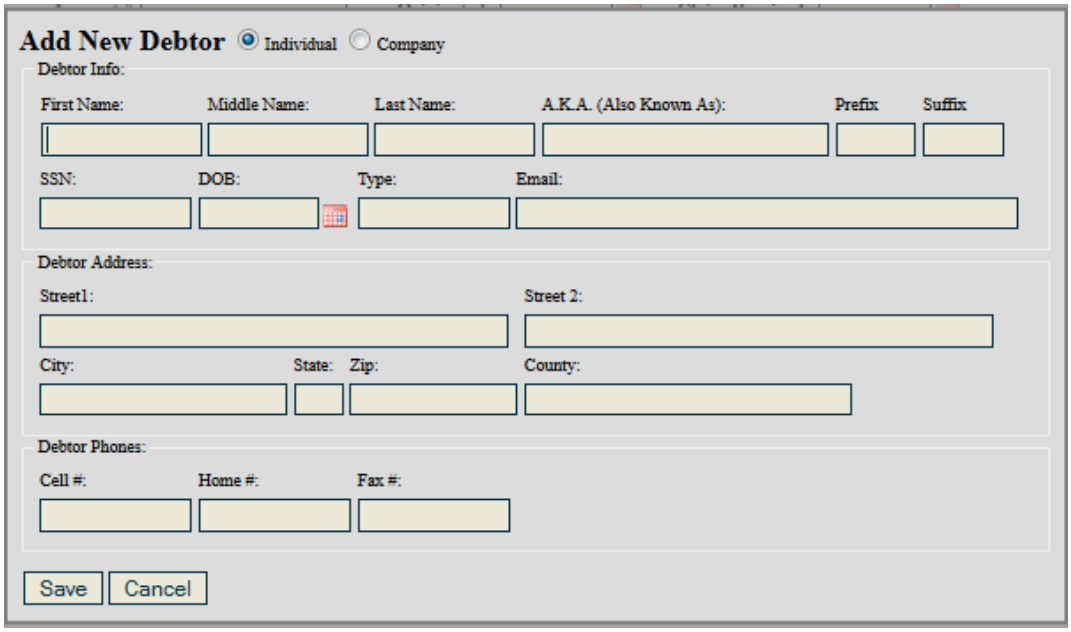
14. Enter in the date that the interest should start accruing in the **Date** field. If the interest is 0 this date can be any date.

Next, enter the debtor information located in the **Debtor** box.

15. To add a debtor to an account, you can do one of the following:
    - Search existing debtors in the system by typing in their name (last, and first) in the data entry box within the Debtor section. If the debtor already exists in the system you simply select the debtor from the auto populated list of debtors. This list will appear as you start typing. If you select a debtor from the list, proceed to step 22 below.



    - You can also add a new debtor to the debtor database by clicking on the **Add** button in the Debtor section and entering the appropriate data.



16. Select either **Individual** for consumer debt, or **Company** for commercial debt.
17. Type in the First and Last names or company name for a company's debt.
18. Fill out as much of the other information as you have on the debtor.
19. The debtor's SSN is used to match multiple accounts that the debtor is associated with, it is very important to put this number in if available. DO NOT MAKE UP A NUMBER FOR THIS FIELD. It is better to leave it blank than have a fake SSN listed.
20. Click **Save** in the **Add New Debtor** box to confirm your entries and to be taken back to the previous screen.
21. When all desired data is entered for the account, be sure to click **Save** in the upper left hand corner. If you do not click the **Save** button, no information will be added to Simplicity.
22. Now that the account is entered into Simplicity, you will be automatically taken to the account's **Claim Details** page. From here you can add in the costs and payments on the **Financials** tab to get the balance to be correct. You can also add notes, generate documents, and change the legal standing of the account.

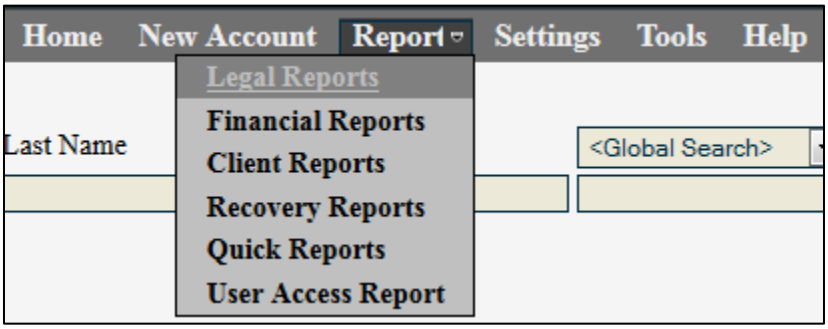
*To import accounts in bulk refer to the **Account Importer** tool section of this document.*

Reports

Reports are a great way to view a large portion of data from Simplicity. The reports menu is divided up into several different categories so that finding the right report is intuitive and easy.

Legal Reports

Legal reports cover a range of topics so as to assist in the steps of taking legal action against a debtor.

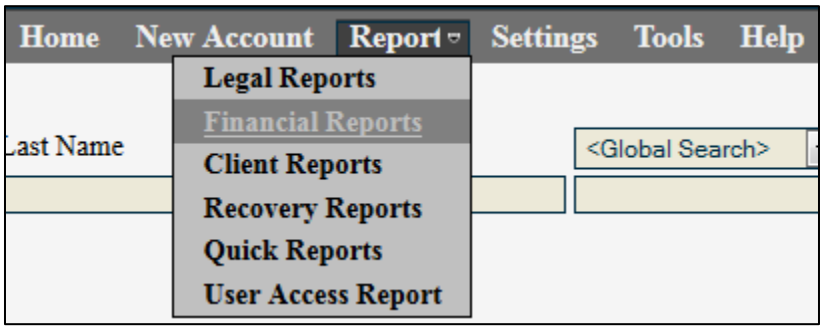


Legal reports follow the anatomy of a legal law suit against a debtor. The legal details found on each account work hand in hand with the results found on the legal reports. Because of the non-legal nature of some Simplicity clients, non-legal reports have also been added to the legal reports section. Reports #48-56 which refer to payment due dates based off payment plans are a few of these non-legal reports helpful to traditional collection agencies.

For more information on Legal Reports please see **Appendix A**.

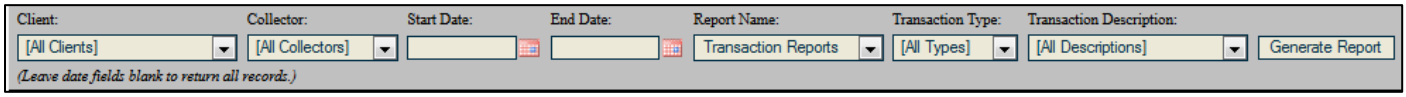
Financial Reports

These reports provide a general overview of the financial transactions. This is one of the most commonly used reports in Simplicity.



Financial reports give a detailed overview of the financial transactions that have occurred for each debtor. The report is filterable by several options, including Client and date range. This report can be used for any of the following:

- To get **costs** reimbursed from your client.
- As a list of what **payments** you are sending the client.
- How much in **attorney fees** the client owes you from payments received.
- To keep track of total amount of **costs** incurred.
- To keep track of how much money you've collected.
- To keep track of how much in **attorney fees** were accrued.
- How much a specific **Collector** has made during a given time frame.

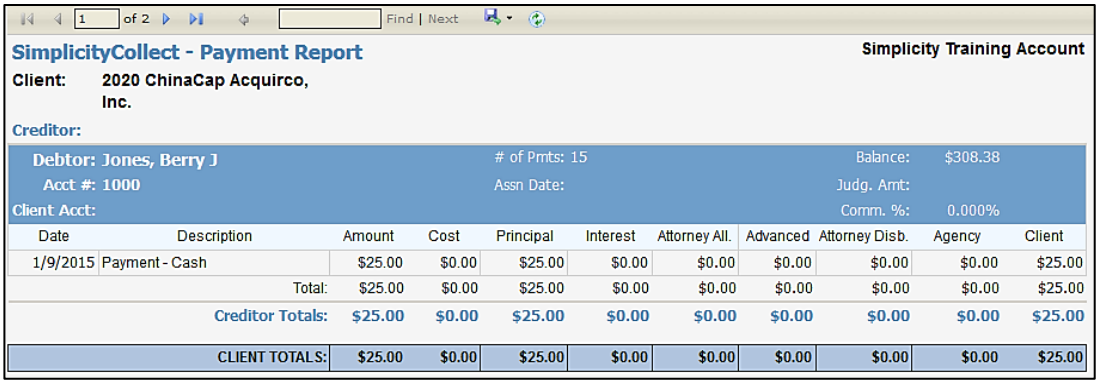


To run the financial report, select the client you would like to run the report for from the **Client** drop down filter. You can then specify a **Collector** you wish to view transactions for. You can also filter the report by **Start date** and **End date** if you wish to run the report for a certain time frame. Then select the report type from the **Report Name** drop list.

- **Transaction Reports** include both payments and costs.
- **Payment Reports** show payments ONLY.
- **Payments w/ Client Disb.** Show payments ONLY, with Client distribution.
- **Transactions – Simple** includes both payments and costs, in a simplified format.
- **Payments – Simple** shows payments ONLY, in a simplified format.

You can then break down the report further by **Transaction Type** (Payment, Cost, Fee, etc.) and **Transaction Description** (Payment – Check, Payment – Cash, Service Fee, etc.) respectively.

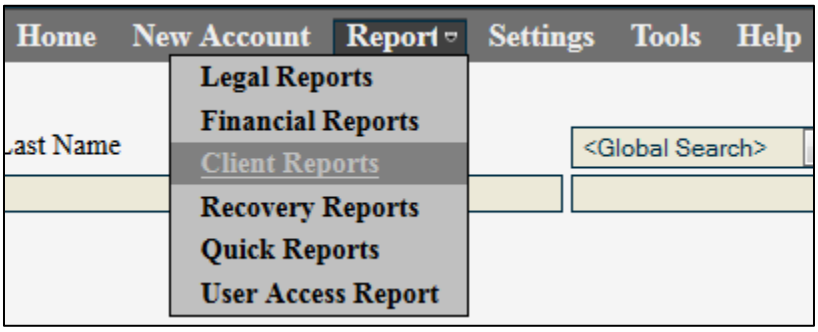
Once you have set the proper filters, click on **Generate Report** to create the report. Financial reports are broken down alphabetically by Client, then Creditor, then by individual Debtors and their financial activity. This image depicts what a typical financial Transaction Report will look like.


1 of 2
Find | Next
SimplicityCollect - Payment Report
Simplicity Training Account
Client: 2020 ChinaCap Acquirco, Inc.
Creditor:
Debtor: Jones, Berry J
# of Pmts: 15
Balance: $308.38
Acct #: 1000
Assn Date:
Judg. Amt:
Client Acct:
Comm. %: 0.000%
Date Description Amount Cost Principal Interest Attorney All. Advanced Attorney Disb. Agency Client
1/9/2015 Payment - Cash $25.00 $0.00 $25.00 $0.00 $0.00 $0.00 $0.00 $0.00 $25.00
Total: $25.00 $0.00 $25.00 $0.00 $0.00 $0.00 $0.00 $0.00 $25.00
Creditor Totals: $25.00 $0.00 $25.00 $0.00 $0.00 $0.00 $0.00 $0.00 $25.00
CLIENT TOTALS: $25.00 $0.00 $25.00 $0.00 $0.00 $0.00 $0.00 $0.00 $25.00
Excel
PDF
Word

All reports may be exported as a PDF, Excel, or Word file by clicking on the blue disk icon at the top of the report and then clicking on the file type you would like to export or save it to.

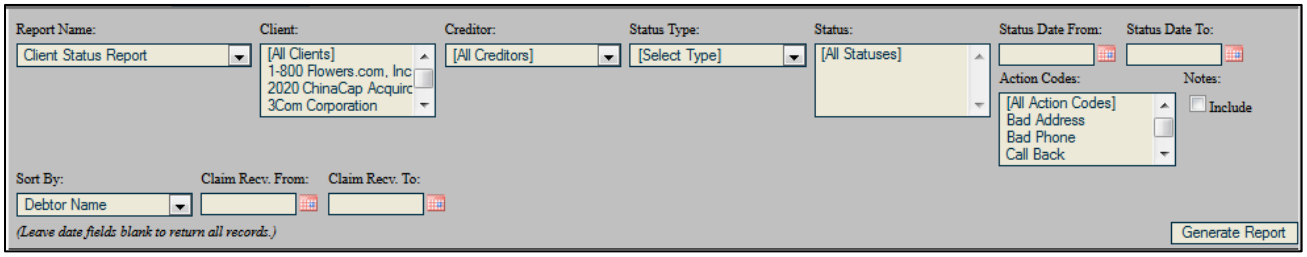
Client Reports

The **Client Report** is directly tied to the statuses that are assigned on your accounts. It is designed to provide a brief summary of the status of each account to each of your clients. It provides details like when the status was last changed, what the current account status is, when the last payment was made, what the current balance is, and what the initial balance was. This report is helpful for your clients to see what progress is being made on their accounts.



To run the **Client Report** do the following:

1. Click **Reports → Client Reports**
2. You will see the screen below.



3. Select the client you would like to view the status report for from the drop down list. If you want all clients to appear on the report, then leave the choice as **All Clients**.
4. Select the **Status Type** and **Status**.
5. Choosing which dates you'd like to run the report for. If you want all dates to appear on the report, then leave the start and end date boxes blank.
6. You can use the other optional filters like **Creditor** and **Action Codes**, and even include **Notes**.
7. Click **Generate Report**.

Simplicity - Client Status Report

Your Business Name Here

Daniels, Charles
1342 Wall St
New York NY 10005

Co-Debtors:
Gordillo, Anna D

Client Name : Any Company
Client Claim #
Account # 2013-OTHER-0001
Judgment Date :
Judgment Amount :

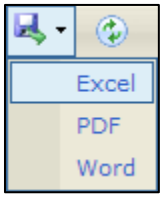
Status Type	Status	Status Date	Account Open Date	Initial Balance	Interest Accrued	Last Pmt Date	Last Pmt Amount	Current Balance
General	Open	1/31/2013		$100.00	$0.39	1/17/2013	$10.00	$14.39

DELACRUZ, ELSARIO

Client Name : Any Company
Client Claim # 460937047
Account # 2013-0019
Judgment Date :
Judgment Amount :

Status Type	Status	Status Date	Account Open Date	Initial Balance	Interest Accrued	Last Pmt Date	Last Pmt Amount	Current Balance
General	New Import	2/8/2013		$350.00	$0.00			$350.00

These reports may be printed or saved as a PDF, Excel, or Word file by clicking on the disk icon and then clicking on the file type you would like.



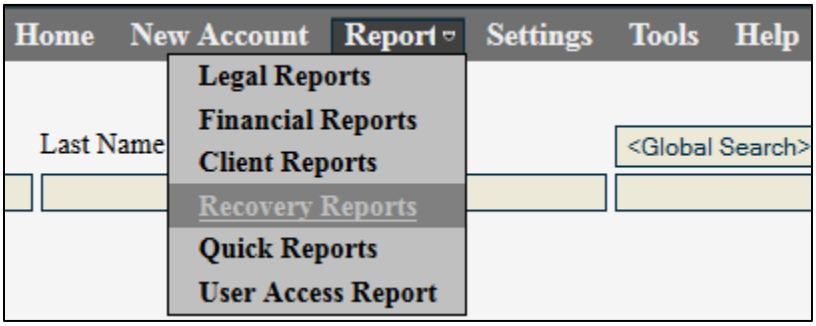
The very last page of this report will show the date and time when the report was generated, the total number of debtors, and the total money owing for all debtors belonging to the client you selected.

Total Number of Debtors:	**20**
Total Initial Balance:	**$100.00**
Total Money Owing:	**$14.35**

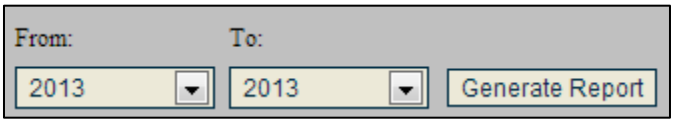
Report printed on 02-01-2013 12:05:57

Recovery Reports

The Recovery Report shows an annual overview of the money that was collected by your company.



You filter these reports by the year:



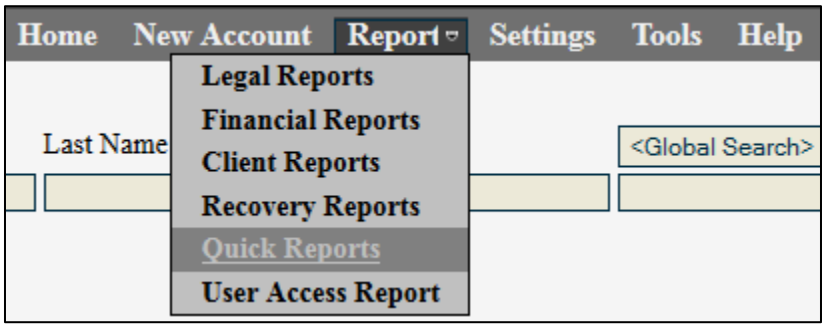
The report shows a breakdown by year, client, and then month for the totals of accounts placed and collections received.

Simplicity - Recovery and Placement Report

2013	Any Company	Jan	Feb	Mar	Apr
	Accounts Placed ~ #	0	0	0	0
	Accounts Placed ~ $	$0	0	0	0
	Current Month Collection ~ $	$86	100	0	0
	Total Collections	$ 186			
	Collection Rate ~ % Gross	N/A			

Quick Reports

Quick Reports were designed to provide a place where SimplicityCollect Support staff could create custom reports easily for clients. All of the reports found in this section were created for existing clients and made available to all Simplicity clients for use as is deemed appropriate by each client.



The following are descriptions of some of our most commonly used reports.

75/25 Split Report

- Filter by **Start** and **End Date**
- Click **Generate Report**

Account Trust Report

This report is useful for seeing positive balances in debtor Trust Accounts/**Accounting** tabs. It will also show you allocations for payments made, and totals for both the Account and Client.

- Filter by **Start** and **End Date**, **Client**, and **Minimum Trust Balance**
- Click **Generate Report**

Client Statement

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Client Statement 2

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Client Trust Report 1

The client trust report gives an overview of the payment amounts that were collected by the agency, as well as the payment amounts made directly to the client. This report then gives the breakdown of payment disbursements for each entity in the collection process.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Collector Commissions

The Collector Commissions report calculates percentages for each collector in your system based off of what they collected for the date range you specify. The collector commission gives a breakdown of each payment received to show the commission the collector earned on each payment.

- Filter by **Start** and **End Date** and **Collector**
- Click **Generate Report**

Collector Fee Report

The purpose of this report is to show a monthly report for the collectors to see how many payments were received in total for that month, and the fees that were posted to their assigned accounts.

- Filter by **Month**
- Click **Generate Report**

Collector Performance

Compare collector's performance side by side with the number of accounts assigned to them, number of payments received, and the value of the payments that they have received. This report shows splits that may exist with co-collectors who assisted a collector in the collection process. The purpose of this report is to see which collectors are performing and receiving payments, and which are not.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Confirmation of Receipt

The purpose of this report is to verify accounts that were received by the system. Agencies working on commission collecting on 3rd party debt often have clients that want an accounting or confirmation of accounts that were sent to them. This report provides an accounting of accounts received based on account status and/or action codes available on the account.

- Filter by **Start** and **End Date**, **Client**, **Action Codes**, and **Status**
- Click **Generate Report**

Credit Bureau Report

This report shows a summary of what was sent to a specified credit bureau using the **Credit Bureau Tools.** It includes information on who submitted the report as well as the data records processed.

- Filter by **Report Date**
- Click **Generate Report**

Deposit Report

The purpose of this report is to show all deposits made to debtor **Accounting** tabs within a given time frame. This will only show deposits made, and will not reflect payments made.

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Document History Report

This report will help you keep track of what documents were generated for what debtors within the selected time frame. This is extremely helpful if you have multiple collectors generating letters so duplicate letters aren't being sent out, and so you can see how many each collector is generating.

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Fee Report

This report is used in conjunction with the Trust Accounting section of Simplicity and is designed to show the account numbers and trust deposit amount for each account. Additionally, this report can be used to reconcile daily payments that are entered into Simplicity and the disbursement of those payments between the agency and their client.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Inventory Report

Reviewing the inventory with the inventory report allows you to see beginning balances, interest accrued, payments made, and the balances due for each account. This report also allows you see the status and action codes on those accounts, and is used to show a value of the accounts that are contained within Simplicity. At the bottom of the report you can view the total number of accounts as well as the cumulative balance of these accounts.

- Filter by **Start** and **End Date**, **Client**, **Action Code**, and **Status**
- Click **Generate Report**

Judgment Date Report

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Monthly List of Payments

This report shows a complete breakdown by client of payments made within a certain month, the allocations on the payments that were made, and how the payment is disbursed. This report can be run to provide a quick reporting to clients of the payments received for the current month and what the client can expect as disbursement from those payments.

- Filter by **Start** and **End Date**, **Client**, **Action Codes**, and **Transaction Types**
- Click **Generate Report**

Payment Plan Projection Report

This report shows the number, and value of the payments that are expected for a month based on the payment plans on certain accounts. This report allows you to see which collectors have the most accounts with payment plans set up, and the overall payments expected total for a given month. The purpose of this report is to show future promised revenue that your agency can expect to see based off of current payment plans in Simplicity.

- Filter by a **Start** and **End Date, Client** and **Status**
- Click **Generate Report**

Payments with Notes

The purpose of this report is to show you a list of every type of payment made (cash, check, etc.) along with any notes (like a check number) included with it at the time it was processed.

- Filter by **Start** and **End Date** and **Client**
- Click **Generate Report**

Pending Payment Processing Report

- Filter by **Start** and **End Date**
- Click **Generate Report**

Portfolio Report

- Filter by **Start** and **End Date**
- Click **Generate Report**

Recovery Accounting I

This is a custom-built report for a client who wanted a report that showed, per debtor, the Total Received ([Amount]), Client Fees Recovered ([Advanced]), Atty. Filing Fees Recovered ([Attorney Disb.]), Net Recovery ([Amount] – [Advanced] – [Attorney Disb.]), Attorney Fees (=(([Amount] – [Advanced] – [Attorney Disb.]) / 3) + [Attorney Disb.]) and the Client Share (=[Amount] – (([Amount] – [Advanced] – [Attorney Disb.]) / 3) – [Attorney Disb.]).

- Filter by **Start** and **End Date**
- Click **Generate Report**

Recovery Accounting II

This report shows a list of payments made to a certain client with the debtor's name, the agency commission rate, amount of the payments, and a breakdown of how much of the payment goes to the agency and how much goes to the client. It also shows the current balance of the accounts that made payments, and their status.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Recovery Accounting III

This report shows a list of payments made to a certain client with debtors name, the amount of the payments, and a breakdown of how much of the payment goes to the attorney fees, how much goes to the client, and the new balance of the account. This was custom-built for a client who wanted a formula for: ([Amount] - [Advanced] - [Attorney Disb]) / 3 + [Attorney Disb]. If nothing is disbursed to the areas Advanced or Attorney, the Transaction Amount will be automatically divided by three in the "Attorney Fees" column.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Recovery Accounting IV

This report shows a list of payments made to a certain client with the debtor's name, amount of the payments and when it was paid, a breakdown of how much goes to pay Attorney Fees, how much is the Client's Share, the remaining Account Balance, and the overall Status of the account.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Recurring Payments Report

This is a very popular report for companies that run payments through an integrated payment processor. It will show you the date a payment was processed (or attempted to process) on a specific account, the source and type of payment given, the amount it was charged for, the result such as Success or Declined, and a message for Declined payments pertaining to why they did not process. An example of a message would be if no funds were in their bank account at the time of payment.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Sales Commissions

This report shows all payments relative to the collector to which they are assigned. It gives the value of the commission that is owed to each collector and shows the current commission rate, the agency fee, and a total of what is owed to each collector. The report is organized by collector and lists all payments within a particular date range for that collector.

- Filter by **Start** and **End Date**
- Click **Generate Report**

Status Report

- Filter by **Start** and **End Date**
- Click **Generate Report**

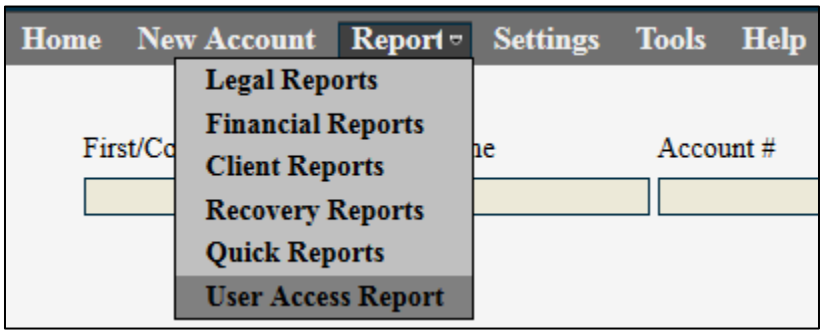
Uncollectable / Return Report

This report shows the status, beginning balance, interest accrual, and current balance of accounts that are deemed uncollectable. Use this report to determine the value of your uncollectable accounts. The last page of this report gives a cumulative balance for all of the accounts listed. Most agencies collection 3rd party debt use this report to determine which accounts to send back to the client because they have been unsuccessful in collecting on those accounts.

- Filter by **Start** and **End Date**, **Client**, **Action Codes**, and **Status.**
- Click **Generate Report**

User Access Report

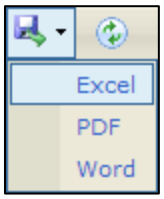
The User Access Report is a summary of what collectors logged in and logged out of your Simplicity Collect account during a given date range, and the exact time it occurred. This is a great way to cross-reference work hours in the software with what employees are scheduled, as well as any strange access times outside of your normal office hours.



Restrictions can be placed on employees in **Settings** → **Collectors/Employees** pertaining to:

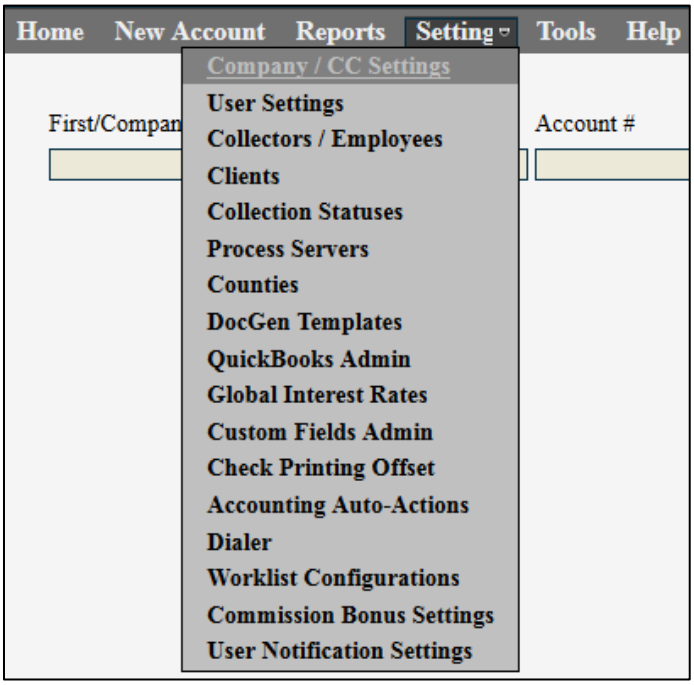
- when they can sign in and have to log out
- if they can access the software on weekends
- what IP addresses they can access the software from
- being automatically logged out after X number of minutes of no activity

More on account restrictions will be covered later in this document. This report can also be printed or exported as a PDF, Excel, or Word file by clicking on the disk icon and then clicking on the file type you would like.



Settings

Company / CC Settings



The company and credit card settings allow administrators to update company information as well as current payment and billing information. An agency can also review the current balance on their account, view a billing history, and see when their next payment is due.

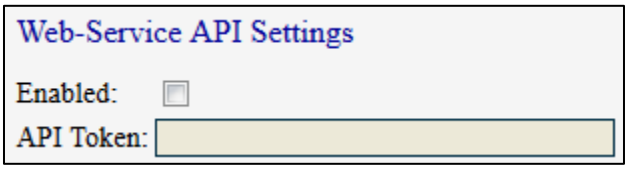
Changing Company Name and Address

1. Click **Settings → Company / CC Settings**.
2. On the left side of the screen make any changes to the company name, address, and contact information, as well as the time zone.
    - The email address is where receipts of payment are sent.
3. Click **Update Info**.
    - If you changed the company name, the name will update at the next login.

Web-Service API Settings

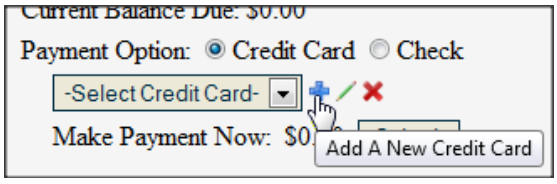
SimplicityCollect has the ability to communicate in a system-to-system fashion with other 3rd party or custom software systems. This is done via an API interface that can be enabled or disabled. The Web-Service API settings allows an administrator the ability to turn on/off the API functionality. Once enabled, the generated API token is what you would provide to your developer in order to gain access to the API. The API portal is viewable at: https://app.simplicitycollect.com/API

1. Click **Settings → Company / CC Settings**.
2. Check the box that says **Enabled.**
3. Use the generated API Token.

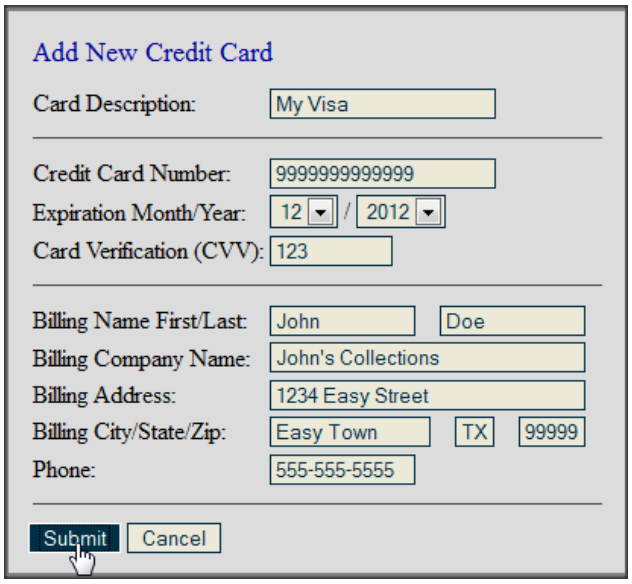


Adding Payment Information

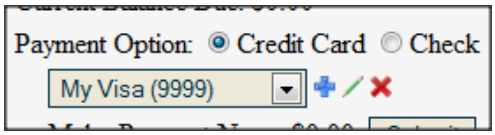
1. Log into your SimplicityCollect account with a user that has admin privileges.
2. Go to **Settings → Company / CC Settings**
3. Click on the blue plus icon to add a new Credit/Debit Card



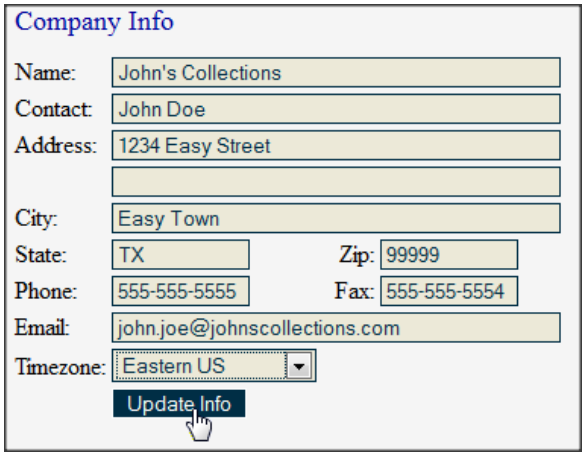
4. Enter your Credit card info and billing address, and click Submit. It is important to note that the address entered on the credit card screen MUST be the same billing address that is tied to the credit card you entered.



5. If the card validates successfully, it will appear in the drop down list, and automatically be selected. You may have more than one card on file, however, only the card currently selected from the drop down list will be charged.

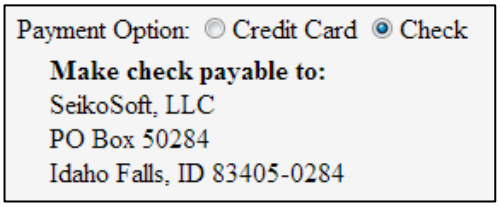


6. As a last step, you will want to verify your company information, especially email address, as this is where receipts will be sent. After making any changes, please click the "Update Info" button.



7. If you want to pay by check, click on the circle next to **Check** and send a check to the address listed. When paying by check, make sure the payment will be received before the payment due date to avoid service interruption. Because the Simplicity billing process is completely automated, and no accounting staff is employed, check payments are only accepted if they are

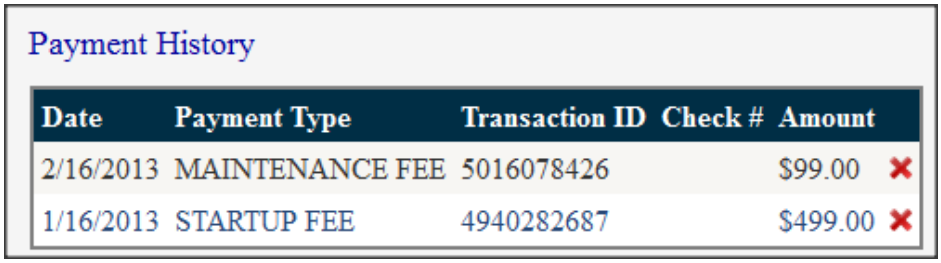
pre-paid quarterly, semi-annually, or annually. No monthly check payments will be accepted.

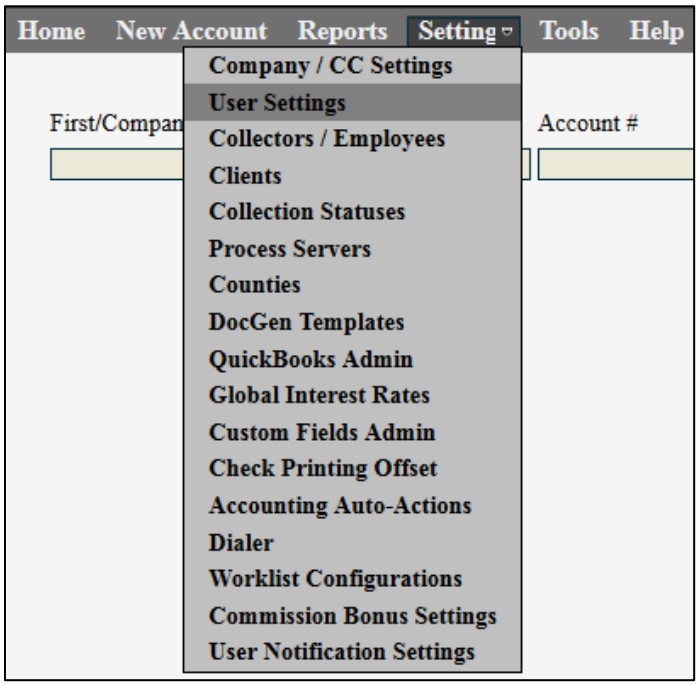


*The **edit button** can be used to edit credit card information, and the **delete button** can be used to delete credit card information. If you're having trouble with updating a card, try making a fresh slate by deleting the card from the list and re-creating it.*

Payment History

You can review payment history in the section called Payment History.


Payment History
Date Payment Type Transaction ID Check # Amount
2/16/2013 MAINTENANCE FEE 5016078426 $99.00
1/16/2013 STARTUP FEE 4940282687 $499.00



The **User Settings** section allows individual users the ability to change their theme colors, password, and configure their home page to show the Simplicity Efficiency/Dashboard, Ticklers, and QuickView to any of the Legal Reports.

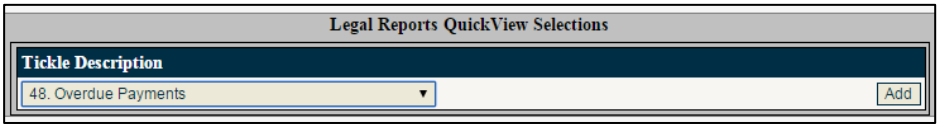
Change User Settings

1. Click **Settings → User Settings** to change your password (pictured below). To change your password, enter your old password, then enter your new password, and re-enter your new password. Click the "change password" button to save your new password.

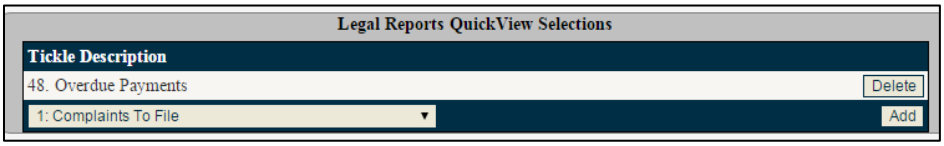
2. The theme color can be changed by selecting one of the 6 provided theme colors. Select the color you would like for your application, and then click the "set theme" button.

3. Under Legal Reports QuickView Selections, if you click the drop down list and select a legal report, then click **Add**. Once you have added a legal report, a summary of that report will appear on your home page for quick access to that legal report. This feature is primarily used by our legal clients but any report found under the legal reports can be added to a user home screen.

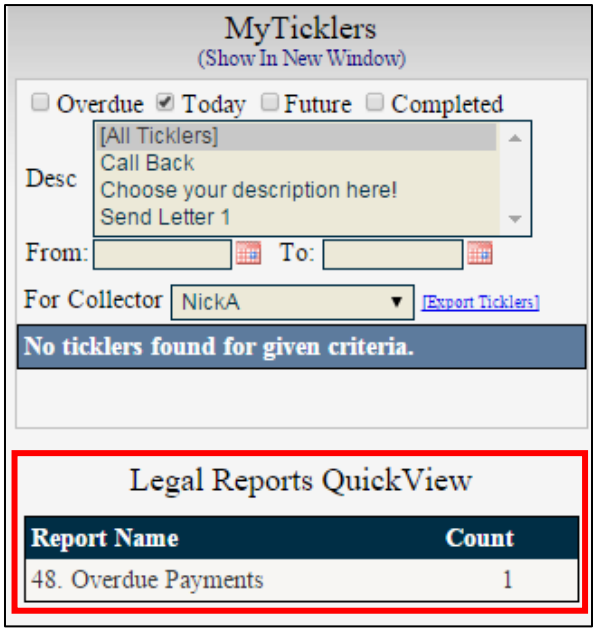
Before:



After:

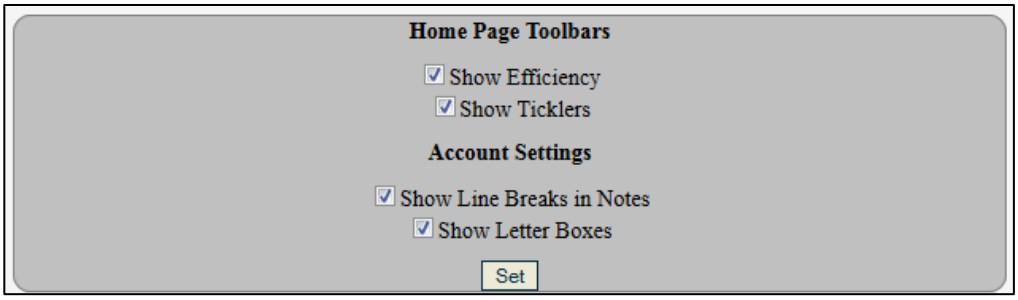


As an example: If you are interested in seeing all accounts that have overdue payments you may select and add Report #48 to your QuickView so that it always appears on your home page. If you are working legal cases, you may be interested in seeing which accounts in your system still need complaints filed. Selecting and adding Report #1 would provide this information for you on your home screen. Below is how the home screen will look after a report is added.

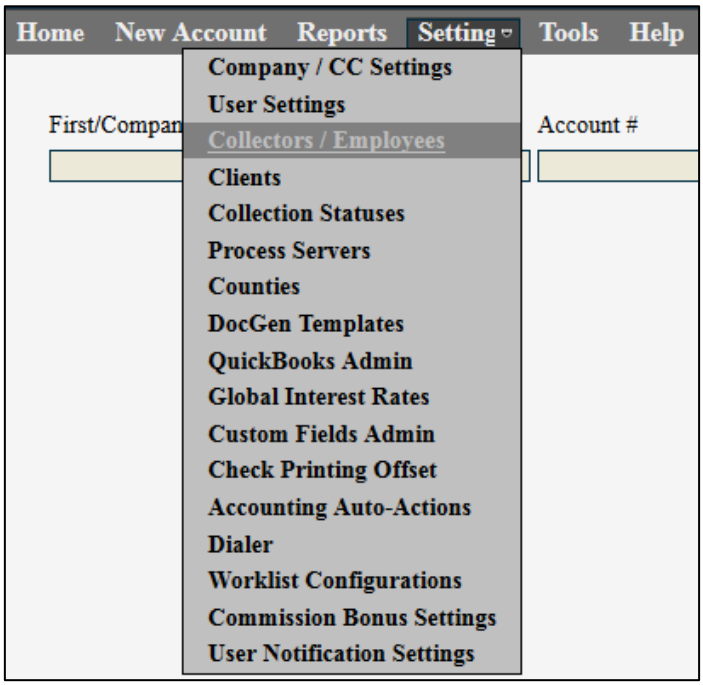


4. If you would like the **Efficiency Rating/Dashboard** to show on your home screen, put a check in the box next to "Show Efficiency" and click **Set**.

5. If you would like the **MyTicklers™** on your home screen, put a check the box next to "Show Ticklers" and click **Set**.


Home Page Toolbars
Show Efficiency
Show Ticklers
Account Settings
Show Line Breaks in Notes
Show Letter Boxes
Set

Collectors / Employees



This section is used to enable an admin the ability to manage collectors and employees. Employee settings can only be seen and adjusted by an administrator. A few things you can do with the Collector / Employee screen include:

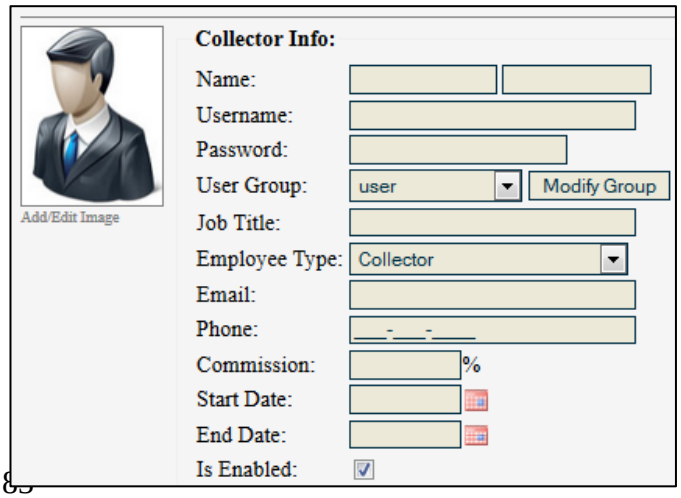
- Adding employees
- Deleting employees
- Editing employees usernames / passwords
- Changing access hours for employees
- Adjusting the user group for your employees
- Changing user group permissions
- Restricting employee access to only certain clients and accounts

Add a New Employee

1. Click **Settings → Collectors / Employees**

2. On the right side of the screen is the box to enter the new employee's information. Enter their first and last name.

3. Create a **username**, and **password**. (Provide this to the employee.)

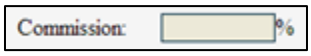


4. Choose which **User Group** the employee belongs to from the list. More on modifying groups will be discussed soon.

5. Enter as much of the employee's remaining information as possible.

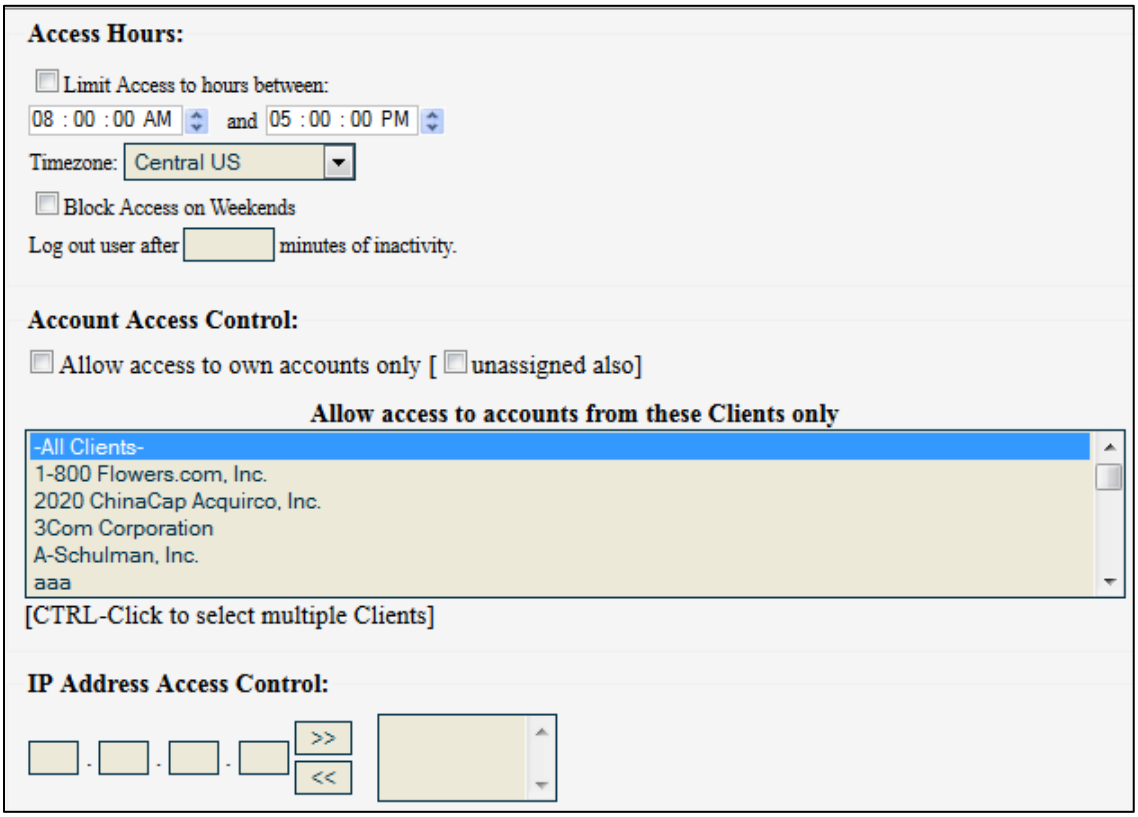
6. The **Commission Rate** defines the collector's commission percent on accounts assigned to them out of the commission rate of the agency.

    a. For example, if a debtor payment of $1000 is received and the agency receives a 30% commission on that account as defined under **Financials → Settings / Judgment → Client Commission Rate**, the agency receives $300. Additionally, if the collector's commission rate is 60% as defined on **Settings → Collects / Employees**, the collector receives $180 in commission.



7. Make sure the **Is Enabled** box is checked. This means the collector can sign in to their account once it is saved to the database. If you ever need to disable an account or restrict access immediately, you can uncheck this box to prevent the collector from signing in.

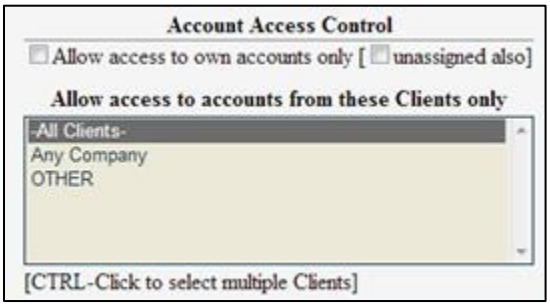
Access Hours



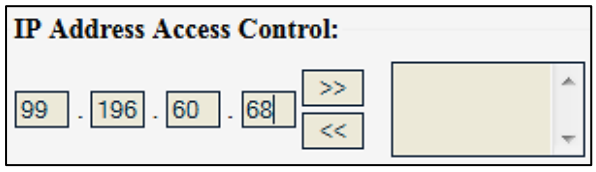
8. You can limit the hours which a collector can access an account by putting a check in the box next to “Limit Access to hours between:” and specifying the hours and time zone. You can also block access from weekends (Saturday and Sunday) by checking the box next to “Block Access on Weekends.”

9. You can also set the collector’s account to automatically log out after a certain amount of inactivity. This is very helpful in case the collector forgets to log out or lock their computer when they step away from the desk, so no other individuals can access your data from their computer.

10. The **Account Access Control** section allows you to control account access by employees. Checking the box next to “Allow access to own accounts only” will restrict the accounts that this user can open to only accounts assigned to that employee. Checking the box next to “unassigned also” will allow the employee to also see all unassigned accounts. The client list box allows you to restrict accounts for an employee to only certain clients. Multiple clients may be selected by holding down the control key (CRTL) and clicking on each client you wish to grant access for. By default, an employee is able to see all accounts in Simplicity unless restrictions are made via this “Account Access Control” section.


Account Access Control
Allow access to own accounts only [unassigned also]
Allow access to accounts from these Clients only
-All Clients-
Any Company
OTHER
[CTRL-Click to select multiple Clients]

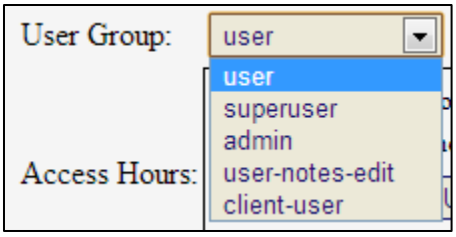
11. The **IP Address Access Control** gives you the power to allow access to this collector’s account from only the listed IP Addresses you provide. For example, if your internet service provider has set up your office to be under one static (unchanging) IP Address, that IP can be entered here for all your collectors. Should they try to login from another location like from home, they will receive an error message and the login will fail.
    a. Type the IP Address in the boxes provided
    b. Click the **>>** arrows to add it to the list on the right.
    c. New addresses can be added; there is no limit to the number of addresses you can have.
    d. To remove an IP Address, select it from the list and click the **<<** to remove it.



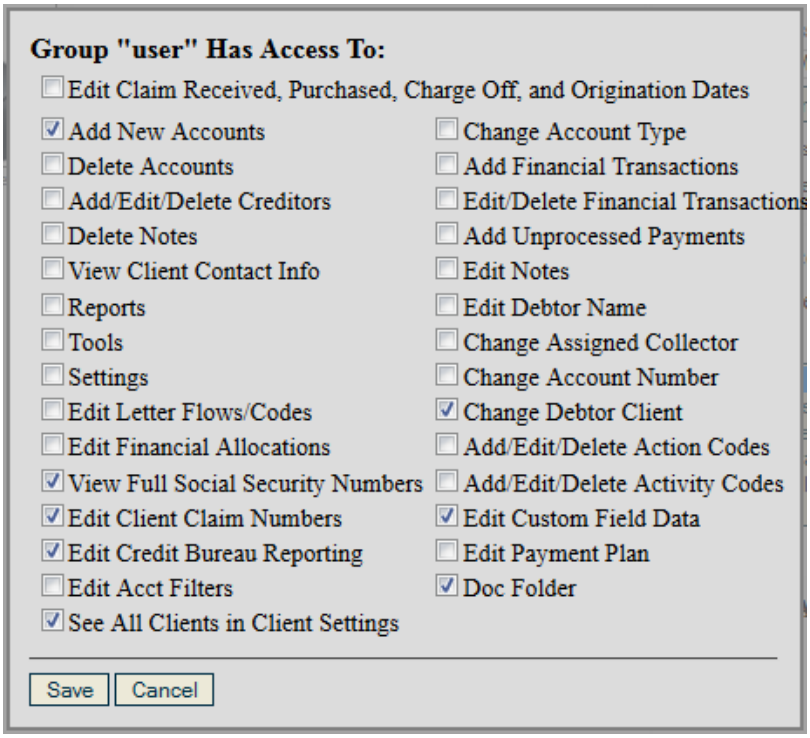
12. Once you have entered all information click **Insert New Employee** at the bottom.

Changing Group Permissions

1. Click **Settings → Collectors / Employees**.
2. On the right hand side of the screen, next to 'User Group' select the desired user group that you would like to limit the ability for. Then click **Modify Group Access**.



3. From the pop up box, uncheck the boxes for the feature that you do not want the selected user group to have.



4. Click **Save** to enable the new features for the user group. You will want to have your employees sign out and back into the software for some changes to take place.

User Group settings apply to all of the users that belong to that user group. If you allow access to one employee who belongs to the "User" user group, all other employees with the "User" user group will have that access.

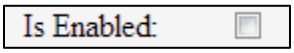
Edit Existing Employees

1. Click **Settings → Collectors / Employees**
2. Click the employee's name from the list on the left.
3. Edit the information that appears on the right.
4. Click on **Update** at the bottom.

Delete an Employee

1. Click **Settings → Collectors / Employees**
2. Click the employee's name from the list on the left.
3. Click on **Delete** at the bottom of the screen.
4. A box will display confirming that you want to delete the employee.
5. Click **OK.**

*As an alternative to deleting an employee, you may choose to disable the employee by un-checking the box next to "Is Enabled," then clicking **Update**. This locks a user out of the system but does NOT delete the user.*

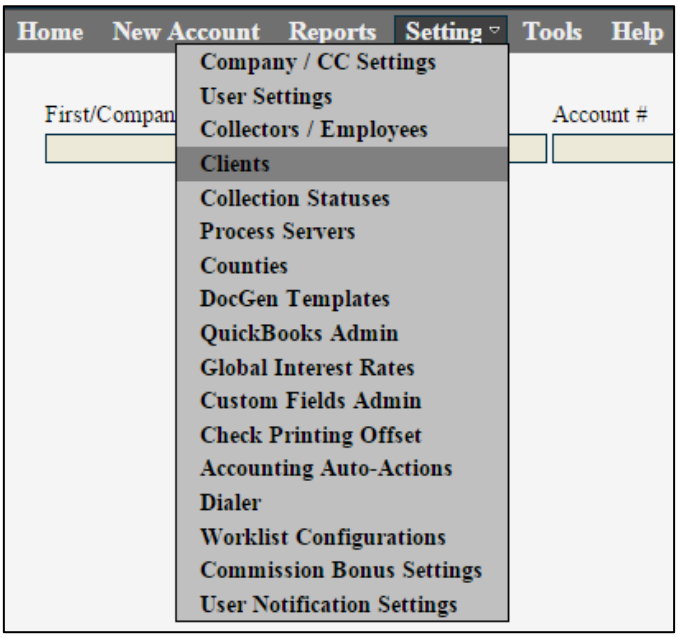


Resetting Passwords

1. Click **Setting → Collectors / Employees**
2. Click the employee's name from the list on the left.
3. Enter a new password for the user.

4. Click **Set** to the right of the password box.
5. A box will pop up showing the password that was entered.
6. Click **OK**. (The password has been reset.)

Clients

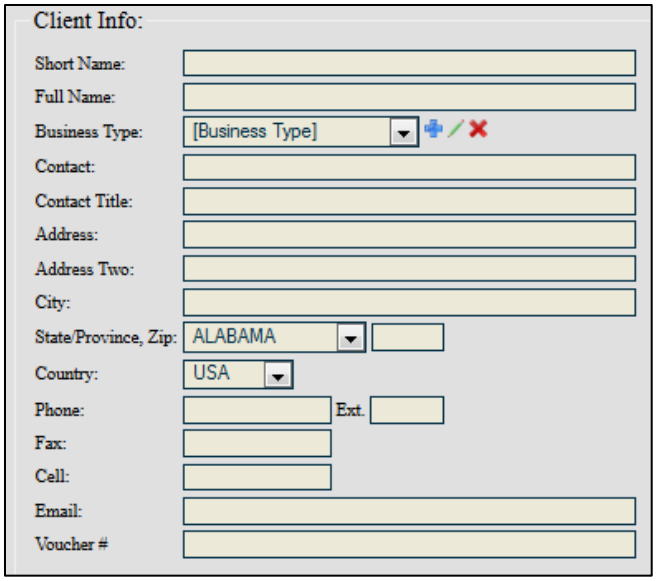


This is the screen where Client information is stored. Clients are the individuals a) from which you purchased your debt, b) who originally owned the accounts or c) an entity whom you categorize debt by, like a portfolio.

If this screen seems "scrunched" or items overlap, try reducing your web browser's resolution 10% by holding down the CTRL button and clicking the – key on your keyboard. You can increase the resolution 10% by clicking CTRL and the + button, or reset the resolution to 100% by clicking CTRL and the 0 key.

Add a New Client

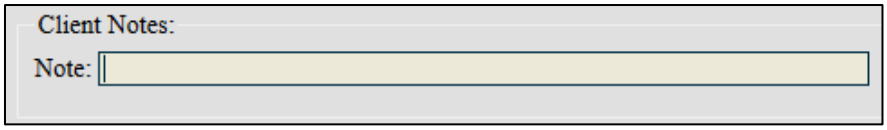
1. Click **Settings → Clients**
2. Enter the client's information in the area on the right. Include as much information about each client as possible.



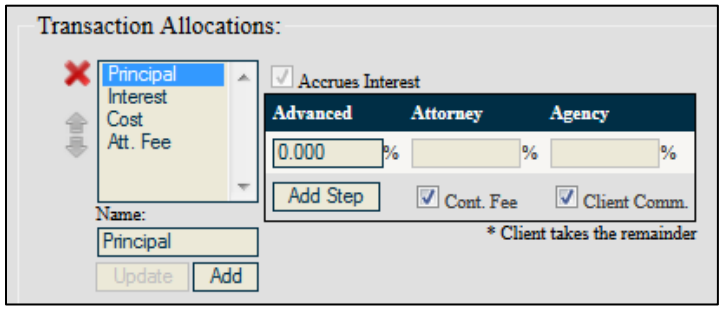
3. Client Info:
    a. **Short Name** – Required. The name of the client as it appears on import accounts.
    b. **Full Name** – Optional. The more detailed name of the client, if they have one.
    c. **Business Type** – You can add business types if you want to differentiate clients.
    d. **Contact** – The name of the individual at the company who you are in contact with.
    e. **Contact Title** – The title of the contact at the company.
    f. **Address** – The street address for the location of the client's company.
    g. **Address Two** – The secondary address information for the client's company, like a suite number or ATTN information.
    h. **City** – The city for the location of the client's company.
    i. **State** – The state, territory or province of the client's company.
    j. **Zip** – The zip code or postal code of the client's company.
    k. **Country** – The country of the client's company.
    l. **Phone/Ext**. – The best phone number to reach your contact with the client.
    m. **Fax** – The fax number for the client where you would send correspondence info.
    n. **Cell** – The cell number, if provided, of your contact with the client.
    o. **Email** – The email for the client where you would send correspondence info.
    p. **Voucher #** -- Optional field which can include voucher information, if any.

4. Client Status / Sales Info:
    a. **Type** – Whether a client is an active, prospect or inactive client.
    b. **Status** – An area where you can define the status of a client, if any.
    c. **Sales Rep.** – Used to reference which employee signed a certain client, or is working with them as a prospect.
    d. **Next Work** – The date the sales rep is scheduled to work with the client.

e. **Account Cap** – Refers to the **Client Portal**. If the Portal is enabled, you can use the Account Cap to set a limit on how many accounts the client can upload. If you type in "0", it will prevent the client from uploading *any* accounts from the Client Portal.

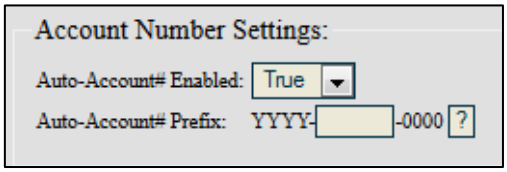


5. Client Notes:
   a. **Note** – This is where you can add notes pertaining to correspondence with the client. It will provide you the username of the employee posting the note along with the date and time it was added. These notes are permanent and cannot be removed.

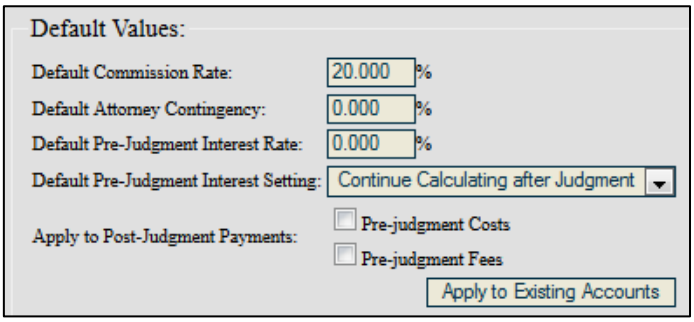


6. Transaction Allocations:
   a. These allocation settings are set up just like on an Account level. You can individually specify the percentage allocations between the agency and client for the Principal, Interest, Cost and Fees collected on in Simplicity.
   b. If you want one allocation to be collected on before the others (for example, payments made to the account pay off all the Interest first before applying to the Principal, followed by costs and/or fees) you can select that allocation type (ie: Interest) and use the arrow buttons to move them up or down the **allocation list.**
   c. You can delete an allocation type with the red button, as long as that type is not being used on any of your accounts.
   d. Whatever percentages are entered into the provided boxes, note the * Client takes the remainder. For example, you can enter that your agency receives 20% or any payments collected and applied toward the Principal. This means the client would receive the remaining 80%.
   e. **Cont. Fee** – If this box is checked, the Attorney contingency fee will default to the amount listed below in the Default Values **Default Attorney Contingency** box.

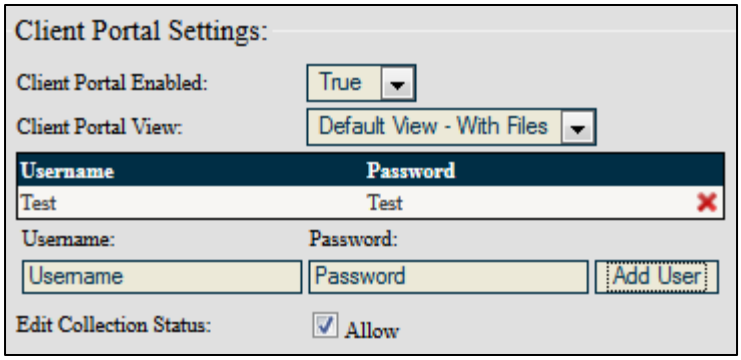
f. **Client Comm.** – If this box is checked, the Agency fee will default to the amount listed below in the Default Values **Default Commission Rate** box.

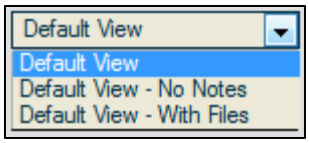


7. Account Number Settings:
   a. **Auto-Account# Enabled** – By default the software creates an Account Number for your new accounts if one is not provided. These numbers are unique in the format YYYY-0000 beginning with the year followed by a hyphen, and then a corresponding 4 digit number (ex. 2015-0001). If you keep this **Auto-Account#** enabled, this will continue to be generated.
   b. **Auto-Account# Prefix** – This is a unique client identifier you can add so you can further organize your accounts. For example, if I had a client named John Doe Trucking, I could use JDT to distinguish accounts for this client. In this case, my auto-generated numbers would look like: 2010-JDT-0015. Assuming that the year were 2010, and this were the 15th account entered this year.



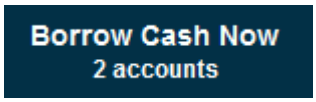
8. Default Values:
   a. **Default Commission Rate** – The commission rate paid to the agency.
   b. **Attorney Contingency Rate** – The contingency rate paid to the attorney.
   c. **Default Pre-Judgment Interest Rate** – Interest rate applied to all accounts belonging to the client.
   d. **Default Pre-Judgment Interest Setting** – The software can either continue or stop calculating interest after the Judgment for you. It continues automatically by default.
   e. **Apply to Post Judgment Payments** – You can enable Pre-Judgment Costs or Pre-Judgment Fees to automatically apply to the Post-Judgment.
   f. **Apply to Existing Accounts** – Once allocation changes have been made for the client, **they do not alter accounts already entered into the system, only new accounts.** To have these changes affect old accounts as well, you will want to first click the **Save** icon in the top left of the screen. Then click the **Apply To Existing Accounts** button.





9. Client Portal Settings:
    a. **Client Portal Enabled** – When "True," clients can access the SimplicityCollect online client portal with their organizations username and password.
    b. **Client Portal View** – Allows the client to view accounts with notes, view accounts without notes, or view uploaded files in their client portal.
    c. **Client Username and Password** – Credentials used for your client to access the online client portal from the login screen. Multiple usernames and passwords can be added for each client, and deleted by clicking the red ✖ button.
    d. **Edit Collection Status** – When checked, this will allow your client to edit the collection status of an account from the Client Portal directly.

10. When you are done adding a new client, click the **Save** icon at the top left.
11. The client will now appear on the left side of the screen. When selected, their name will appear at the top of your window along with the number of accounts assigned to them.



Edit Existing Clients

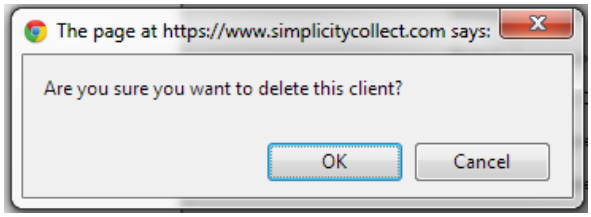
1. Click **Settings → Collectors / Employees**
2. Click the client's name from the list on the left.
3. Edit the client's information on the right.
4. Click the **Save** icon at the top left.

Delete Existing Clients

You cannot delete a client with any accounts still associated with it. Delete or move any accounts associated with the client prior to deleting the client.

1. Click **Settings → Collectors / Employees**
2. Select the client from the list on the left.
3. Click the **Trashcan** icon at the top left of the screen.

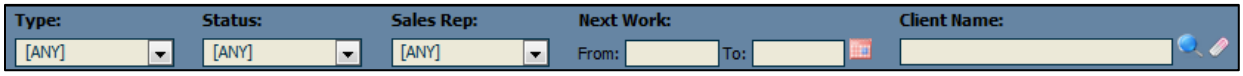
4. A box will pop up asking you to confirm you want to delete the client. Click **OK**.



Up to *100 Client names will be shown in the left-hand list at a time. If you add more than 100, you will see a new "page" appear at the bottom to select from.*

Search for Clients

1. Near the top of the screen is a search area where you can filter your clients by **Type** (Active, Prospect, Inactive), **Status**, **Sales Rep**, **Next Work** date, or by **Client Name**.
2. Once you have chosen your filters, click the blue **Search** icon.
3. Click the client's name from the list on the left.
4. To clear a search, click the **Clear Filters** icon.



Client Workflow

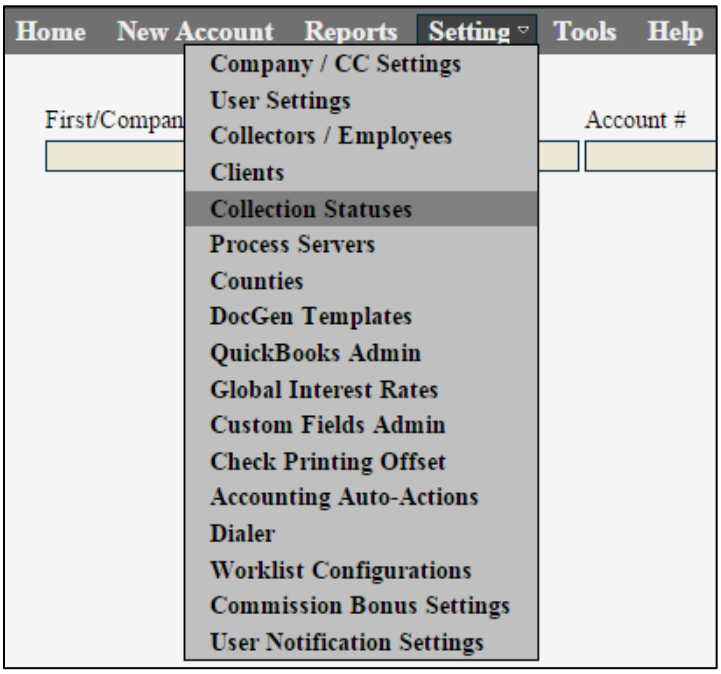
Near the top of the screen is a search area where you can set a Workflow, which is a saved set of filters. For instance if I wanted to see all **Prospect** clients with **Sales Rep** John Doe each day I could save time by:

1. Setting the filters you want to use
2. Type a name for your Workflow (Ex. Prospect – John Doe) in the box provided at the top right.
3. Click **Save Workflow**.

4. Once saved, your **Workflow** dropdown list will look like:

5. To use a **Workflow**, select the one you want from the dropdown and click the **Load** button.
6. If you want to edit a selected **Workflow**, change the filters and click the **Update** button.
7. If you want to delete a selected **Workflow**, click the **Delete** button.

Collection Statuses



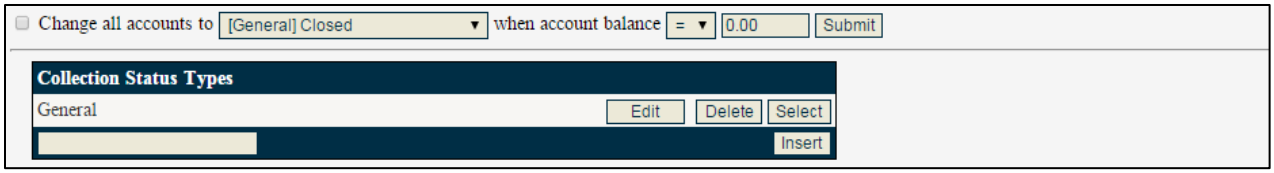
"I've created a status and it is not showing up in the list of statuses that I can choose from!" We hear this concern regularly. Usually when we hear this concern it is because the user has created a **status type** and not an actual status. There is a difference between status types and statuses.

A **'status type**' is a grouping of statuses for the purpose of organization. Think of status types as buckets or groupings of different statuses. Status types should be more general than your statuses because they will be used to categorize your 'statuses.' For example: I want to create a '**status type**' of bankrupt. Not all bankruptcy is created equally, so now I can create a '**status'** that will fall under the status type of 'bankrupt.' I can name this '**status'** anything from 'Pending Bankruptcy,' to 'Chapter 7' or 'Chapter 13'.

*You should first decide what types of **statuses** you want and then you can categorize them into logical **status types**.*

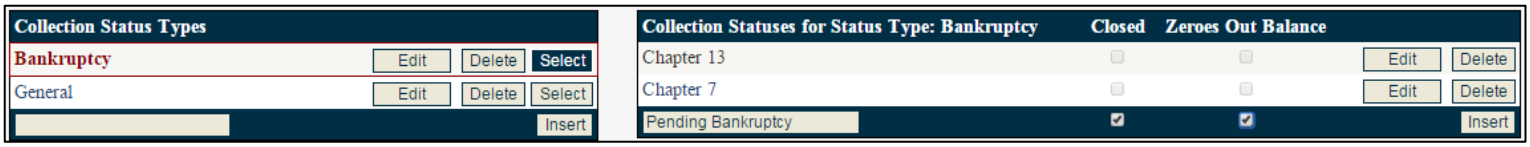
Create a Custom Status

1. **Settings → Collection Statuses**
2. **Status types** appear on the **Left** side of the screen.



1. You start with the status of “General”. More can be added, like “Bankruptcy”.
2. Under the heading called "Collection status types" type in the box the **status type name** that you want to create.
3. Click **Insert.**

4. Click on **Select** to the right of your new status type.
5. A box will appear on the right hand side of the screen that says "New Status." This is where you will create you actual status (The list of **statuses** appears on the **Right** side of the screen.)



6. If you want the **status** you have created to indicate a closed or unworked account, put a check mark in the box under the "Closed" column. This allows you to create custom “closed” **statuses**.
7. If you want the **status** to automatically zero the balance of an account marked with the **status**, put a check mark in the box under the “Zeroes Out Balance” column. Once this is applied to an account and you save your changes on an account’s **Claim Details** page, the balance will now reflect $0. Adjustments will have been performed automatically on the account’s **Financials** page.
8. Click **Insert.** You now have a custom status.

*If you change a status from a “Zeroes Out Balance” one to a normal one, the account will remain in a $0 balance until you manually remove the adjustments on the **Financials** tab.*

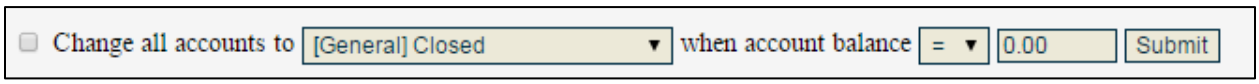
Editing a Status Type or Status

1. **Settings → Collection Statuses**
2. To edit a **status type**, click **Edit** to the right of the status type, make any changes to the spelling, then click **Update**.
3. To edit a **status**, click **Select** to the right of the status type that the status to be edited falls under.
4. Now click **Edit** to the right of the **status** to be edited and make any changes. Click **Update**.

Deleting a Status Type or Status

1. **Settings → Collection Statuses**
2. To delete a **status type**, click **Delete** to the right of the status type and confirm that you want to delete it. This will also delete all **statuses** within that status type**.** Do not delete status types that have accounts assigned to them.
3. To delete a **status**, click **Select** to the right of the status type that the status to be deleted falls under.
4. Click **Delete** to the right of the **status** to be deleted, and confirm that you want to delete it. Do not delete statuses that still accounts associated with them. Assign the accounts to a new status first either manually or using the **Bulk Account Manager** tool.

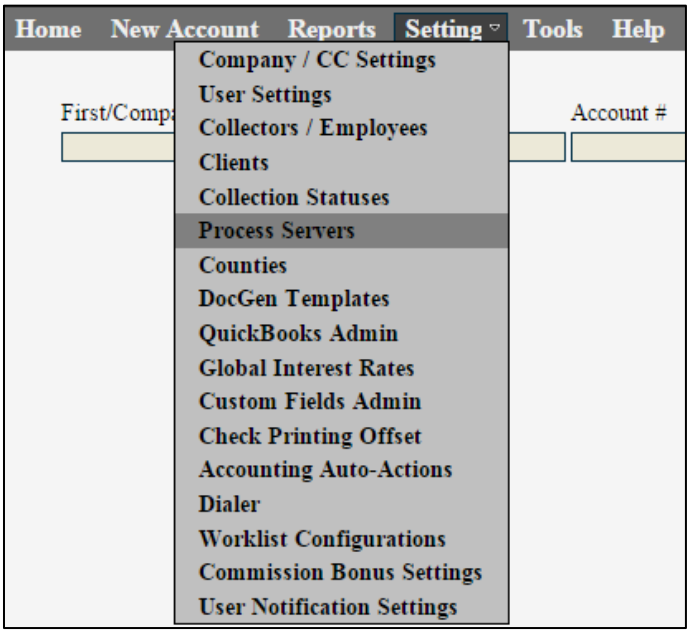
Other Settings



This is the final area of the **Collection Statuses** screen where you have the option to change ALL accounts which meet an account balance requirement with a specific **Status**. This is helpful when you want to catch all accounts that are less than or equal to (for instance) a $0 balance so they can be marked as "[General] Closed".

1. **Settings → Collection Statuses.**
2. Check the box next to "Change all accounts to".
3. Using the dropdown list, select the **status** you want to be used; only one of these can be marked at a time.
4. Assign an "account balance" amount that will trigger the selected **status**, for example 0.00.
5. Using the second dropdown list, mark if you want this change to occur when the account balance is:
    a) = Equal to the given amount.
    b) > Greater than the given amount.
    c) < Less than the given amount.
6. Click the **Submit** button to finalize your changes.

Process Servers



Process Servers may be managed by clicking on the **Settings** link from the top navigation bar and selecting **Process Servers** from the menu provided.

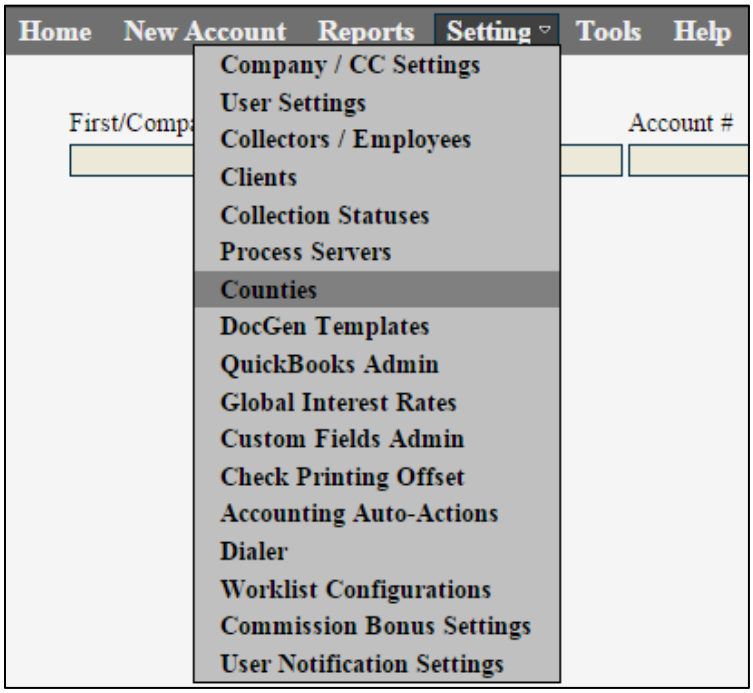
To add a new process server, enter the process server's name in the empty box provided and click the "Insert" button.

Process server names can be changed by clicking on the **Edit** button to the right of the process server you wish to change. Similarly, process servers can be deleted by clicking on the **Delete** button to the right of the process server you wish to delete.

Note: When you delete a process server, all accounts with that particular process server marked won't have a process server listed.

The names of the process servers entered in this screen will be listed in the process server drop down boxes on the Simplicity Account Details tab.

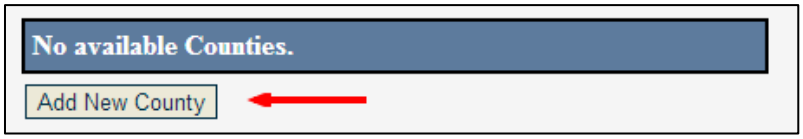
Counties



Counties may be managed by clicking on the **Settings** link from the top navigation bar and selecting **Counties** from the menu provided.

Add a New County

To add a new county, enter the county information in the area on the right. Make sure to include as much information about each county as possible. Once you have completed filling in the information, click on the "Insert" button at the bottom. The county data elements entered can be used in your automatic document generation via the DocGen™ tool. (See Chapter 22: DocGen for more information on this). Once a county is entered, it will appear in the county drop down lists provided in the Simplicity Account Details tab.

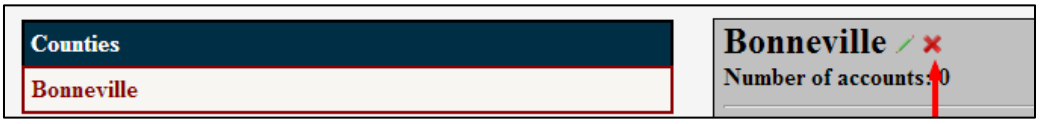


Edit Existing Counties

You can edit a county's information by clicking the county name on the left, clicking the edit button to the right, and modifying the information on the right. Once the information is modified, clicking on the "Update" button at the bottom will apply the changes.

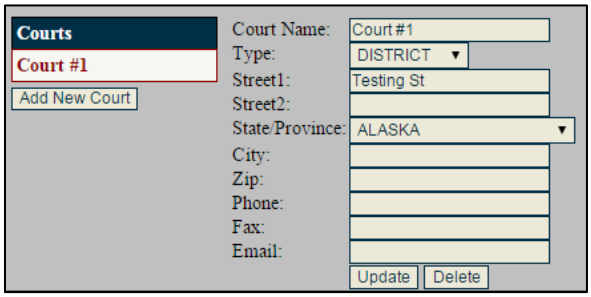
Delete Existing Counties

You can delete a client's information by clicking the client's name on the left, then clicking the delete button on the right.



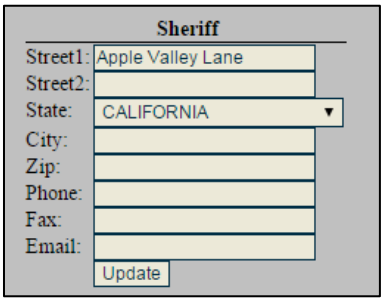
Adding Courts

1. Once a county is added and selected, you can then add a court to it by clicking **Add New Court**.
2. Enter the necessary information and click **Submit.** This court can now be selected, **Updated** and/or **Deleted.**

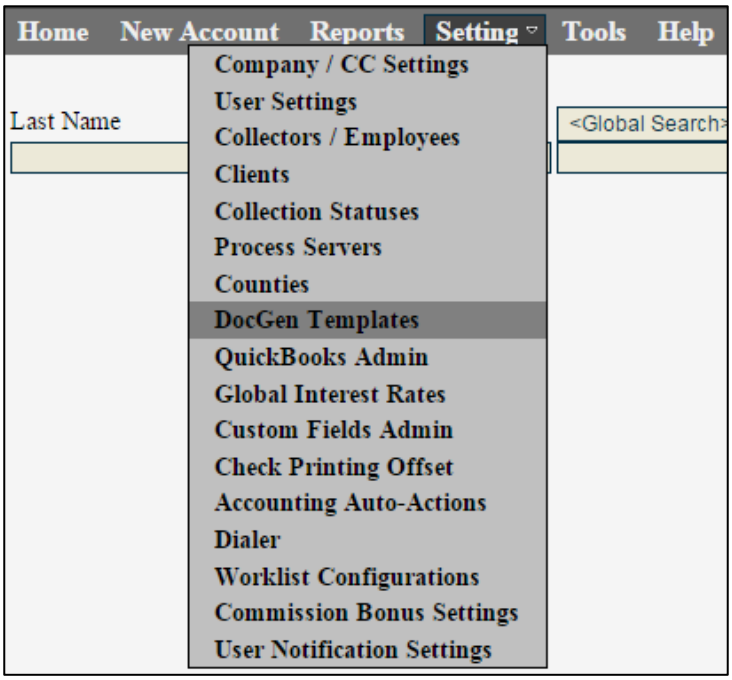


Adding a Sheriff

Once you have a county, you can also add sheriff information to the right. Click **Update** when finished.



DocGen Templates



Note: DocGen processing will only work with documents created with Microsoft Word 2007 or later. These documents must have the ".docx" extension on them.

Create your own templates in Microsoft Word using Mail Merge. It is important to remember that templates only need to be created once. Once you create and upload a single template document, it can be used over and over for any account in your Simplicity system. Templates can be created from new document or you can use an existing letter or legal document you already have such as:

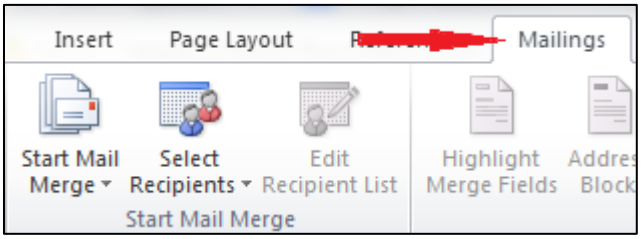
- Debtor Demand Letters
- Complaint and Summons
- Default Judgment
- Garnishment
- Etc.

Create a Template Using Mail Merge

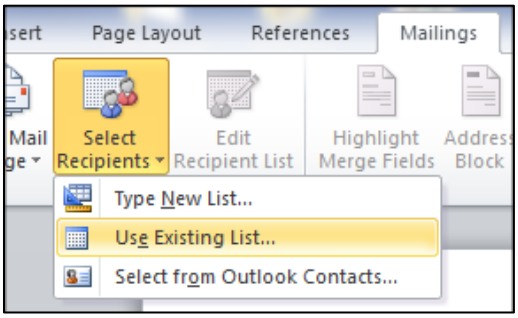
1. Click on **Help → DocGen Help.**
2. Click on the icon to download the **Mail Merge CSV DataSource file.**

*The **DataSource** file provides you all the fields from Simplicity that can be used in your letter document. This includes client names, addresses, amounts due, phone numbers, even custom fields.*

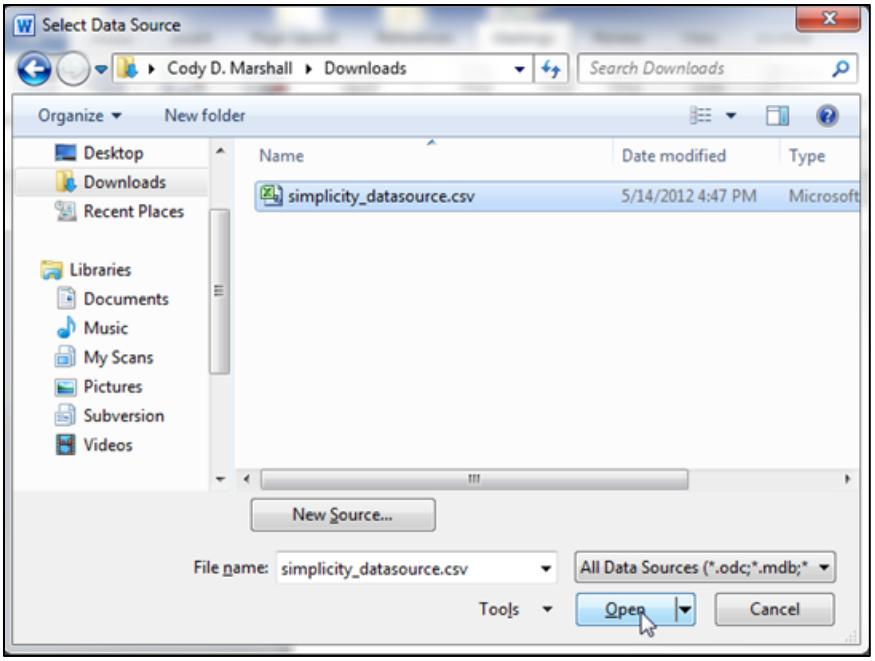
3. You will either be asked where you'd like to save the file, or it will automatically be saved to your computers download folder. You need to know where the file is saved, so that you can access it later.
4. Open up Microsoft Word (2007 or later), and click on the **Mailings** tab on the top.



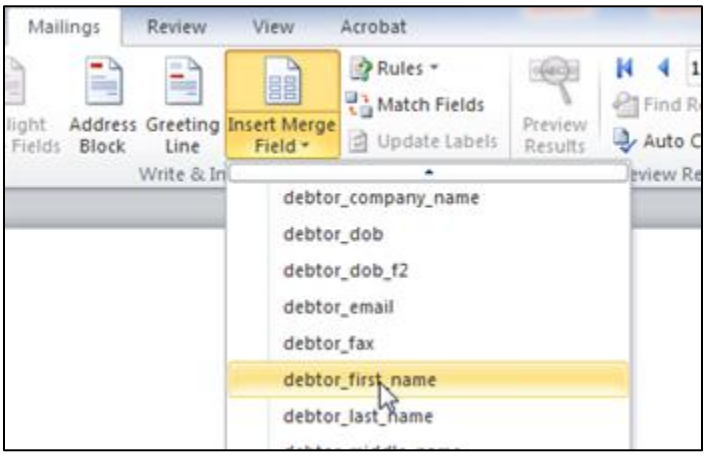
5. Click on **Select Recipients**, and select **Use Existing List…** from the drop menu:



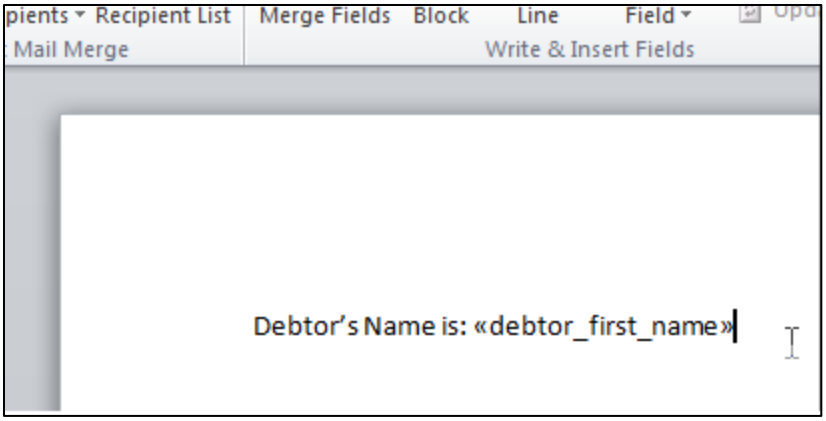
6. Select the datasource.csv file that you downloaded in step #2, and click **Open.** This data source will be named simplicity_datasource.csv.



7. You are now ready to add Mail-Merge tags to your document. These tags will tell the Word document what fields in Simplicity to use when you generate a letter. Place the cursor in your document where you'd like to insert the merge field (for example, where you want the debtor's first name), click **Insert Merge Field**, and select the Simplicity field you would like to insert.



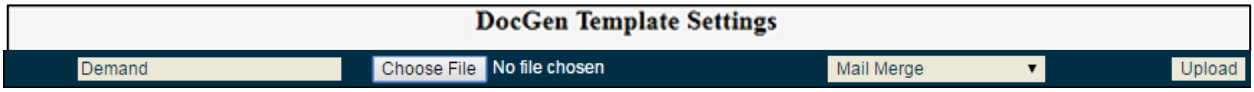
8. After clicking on the desired merge field, the field will be added to your document.



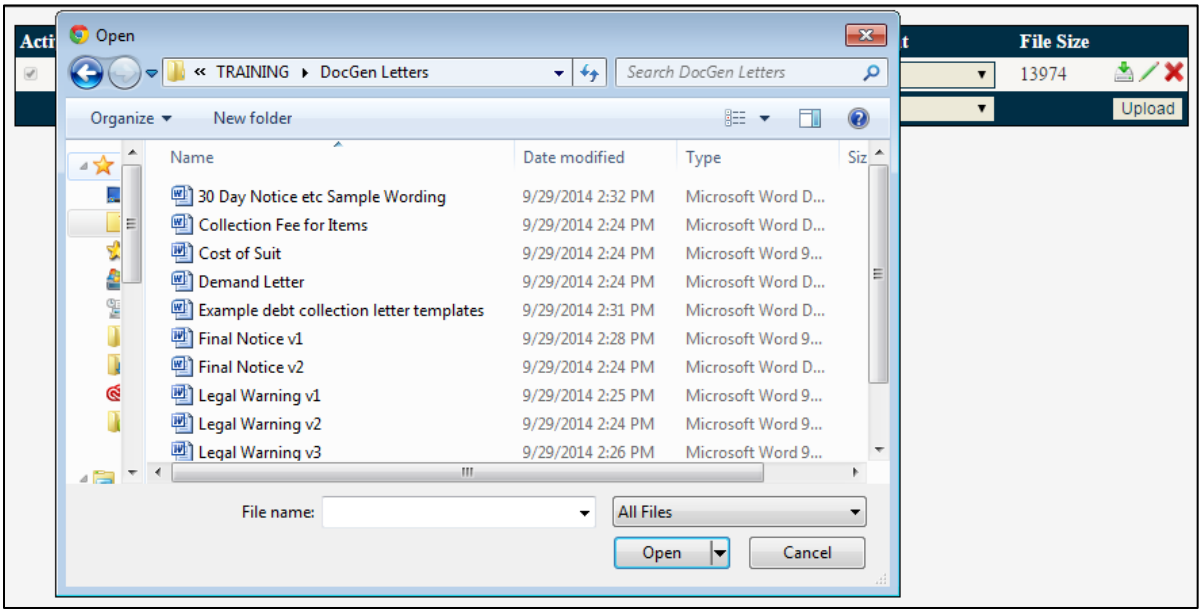
9. Once your document is configured how you'd like it, **save** the document.

Save your Templates for use in Simplicity

1. Click **Settings →DocGen Templates**.
2. Enter the name of the Template in the blank box under Template Name. This is the name that will appear in the drop list in the the DocFolder tab and the name that you will use to identify the document for creation later.

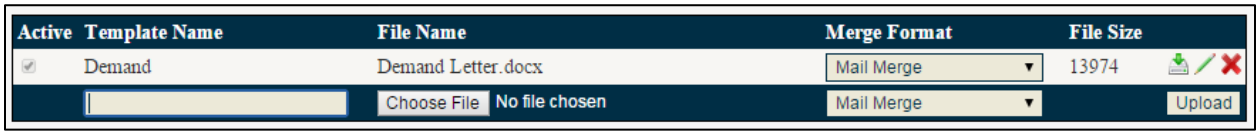


3. **Browse for… / Choose** the Microsoft Word document you just created.


Open
TRAINING ▸ DocGen Letters
Search DocGen Letters
Organize
New folder
Name
Date modified
Type
30 Day Notice etc Sample Wording 9/29/2014 2:32 PM Microsoft Word D...
Collection Fee for Items 9/29/2014 2:24 PM Microsoft Word D...
Cost of Suit 9/29/2014 2:24 PM Microsoft Word 9...
Demand Letter 9/29/2014 2:24 PM Microsoft Word D...
Example debt collection letter templates 9/29/2014 2:31 PM Microsoft Word D...
Final Notice v1 9/29/2014 2:28 PM Microsoft Word 9...
Final Notice v2 9/29/2014 2:24 PM Microsoft Word D...
Legal Warning v1 9/29/2014 2:25 PM Microsoft Word 9...
Legal Warning v2 9/29/2014 2:24 PM Microsoft Word 9...
Legal Warning v3 9/29/2014 2:26 PM Microsoft Word 9...
File name:
All Files
Open
Cancel
File Size
13974
Upload

4. Specify that the Merge Type is **Mail Merge.**

5. Click the **Upload** button.
    a. You may also download, edit or delete any uploaded templates by clicking on the respective buttons to the right of template.



Keyword templates are a deprecated format and are no longer used or supported in Simplicity. ALL new documents created should use merge tags rather than keywords.

Generating a Single Document from a Template

Once the DocGen Template has been created, saved, and uploaded, you are ready to automatically generate a document with account/debtor information in it.

1. Open an account for which you want to generate a document.
2. Click the **Doc Folder** tab.
3. In the upper right corner there is a list of your templates.

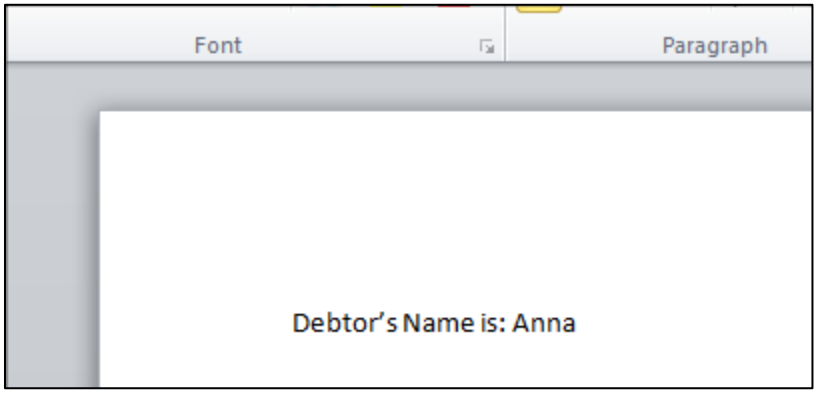
4. Select the template from the drop down list that you would like to generate a document from.
5. Click **Generate Document.**
6. Follow your computers steps for downloading the file that generated or saving it to your computer.

Generating Documents in Bulk

Many times you will want to generate a letter on multiple accounts at once, such as a “First Demand” letter for all accounts imported on X date. Because this would be time consuming to do one account at a time, you have the option to generate documents in bulk up to 500 at once.

1. Click **Tools → Bulk Account Manager.**
2. Use the filters at the top of the screen to find accounts you would like to generate a letter for.
3. Click **View Accounts**. A list of the accounts that apply to the filters will appear below the filters.
4. By default, all the accounts are selected. (You can tell this by the check mark next to the account file number.) If you would like to deselect a certain debtor, uncheck the box that appears to the left of their account file number.

5. Below the list of debtors names, put a check in the box next to 'Generate Document,' and select from the drop-down box the name of the template that you want to generate the document from.
6. Click **Perform Selected Actions**, the file will download with the fields from Simplicity replacing the merge tags in your template. In the example below, the name "Anna" replaced the merge tag <<first name>> in the document.



7. Open the document that was downloaded. From here you can review, edit, print, or attach to email the newly generated document.

*To have a record of the document that you generated, save a digital copy to the **Doc Folder** tab of the account you generated the document for.*

Frequently Asked Questions about Generating Documents

If you are trying to generate a letter on an account and happen to see an error similar to:

Error - C:\Users\Example\AppData\Local\Temp\DocumentName.docx.part could not be saved, because the source file could not be read.

This refers to a browser compatibility issue with the downloaded file, rather than an issue with the Simplicity software. Web browsers have regular security updates to enhance your internet safety. On rare occasions these updates may cause changes in how downloaded files are processed. To fix this, you will want to try:

1. Update/adjust your download settings on your browser (Firefox users can view instructions here: https://support.mozilla.org/en-US/kb/change-firefox-behavior-when-open-file); if updated to the most recent version, you may have to downgrade your browser back to the previous version.
2. Try using a different browser to download the file such as Google Chrome.

If you are trying to generate a letter on an account and the file looks strange when it opens:

1. The file type of the letter will be **.docx** so you will want a program that can read it. 99% of the time this will need to be the program "Microsoft Office – Word", and not any of the following:
    a. Notepad
    b. Wordpad
    c. Word Perfect
    d. Open Office

    The exception is if you can find a program that reads **.docx** files, but it may still change some of the formatting when a letter is generated.

2. Make sure your version of "Microsoft Office – Word" is the year 2007 or later. Earlier versions of Word are not compatible with the file type **.docx**
3. Try generating the letter using another web browser.
4. Double-check the file itself, to see if something was formatted incorrectly in the original template.

If you need to generate a document, open it and print it, but your computer doesn't have "Microsoft Office – Word" available, there is another way you can open and print the letter:

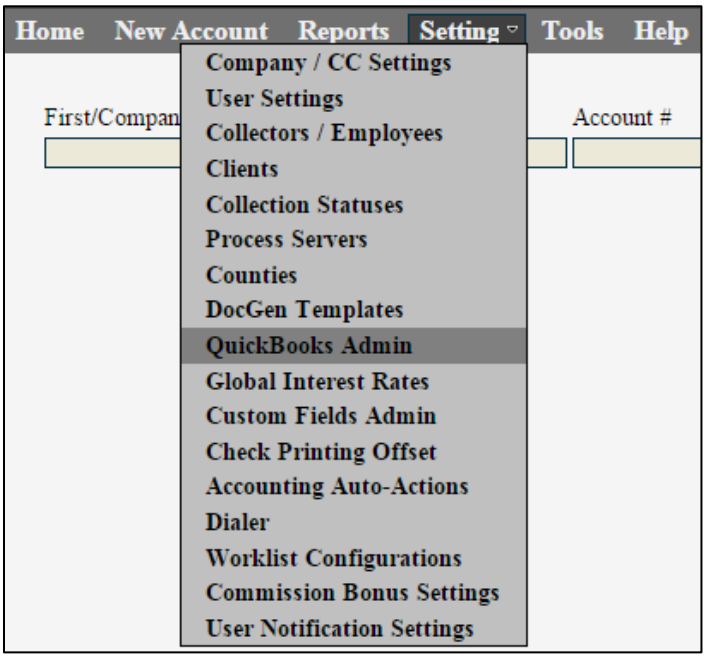
1. You will need to login to or create a free Google Docs account.
2. Download the generated .**docx** letter from Simplicity that you need.
3. Upload it to Google Docs so it can be edited and/or viewed.
4. Open it in Google Docs, as the program recognizes .**docx** files.

Print the letter in Google Docs; if required, you can export it as a PDF or some other type of file your local computer programs can read.

Can I email a Demand Letter (or any other type of letter) to a debtor? How can I do so?

Currently there is not an automated process for this, or a way to send letters to multiple debtors at once. However if you've created, generated, and downloaded a letter to your computer, you can then use your local email host (easiest in Microsoft Outlook) to send an email to the debtor. Their email address will appear on the **Claim Details** tab if one is available. You can also configure your computer to open Microsoft Outlook automatically when their email hyperlink is clicked. Simply 1) attach the file, 2) fill in the Subject and Body of the email and 3) send.

QuickBooks Admin



NOTE: QuickBooks integration requires you to have knowledge of the QuickBooks application and some initial setup files and software to run correctly. The QuickBooks Integration tool is a convenience for our customers. Our support staff is NOT equipped to be QuickBooks experts and cannot field questions directly related to setting up, modifying, or supporting the QuickBooks application outside of the scope of this tool. It is recommended that you seek guidance from a QuickBooks consultant or accountant for any QuickBooks specific needs.

Prerequisites

In QuickBooks, make sure you have a Bank Account already set up. This is required before deposits can be automatically added to QuickBooks. We will go over the basics of setting one up, but if you want to skip these steps, move to **step 13.**

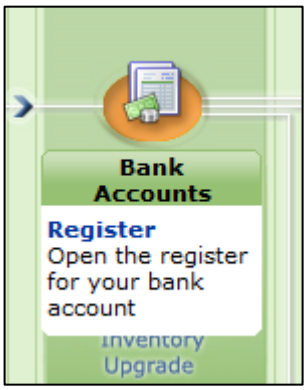
Note: If something isn't working, check back through **steps 1 - 12** to see if you did anything different from our examples.

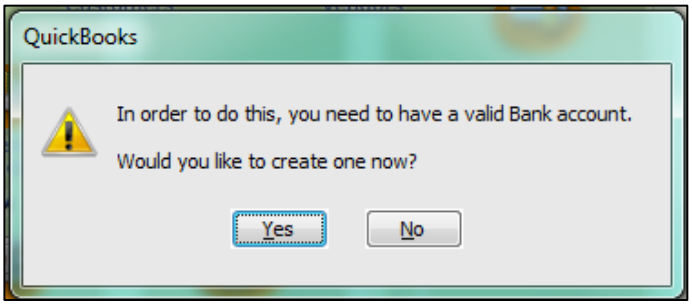
Installation and Setup

Note: The following steps were created using QuickBooks Simple Start 2010 Free Edition. Screenshots may differ slightly based on the version you are using.

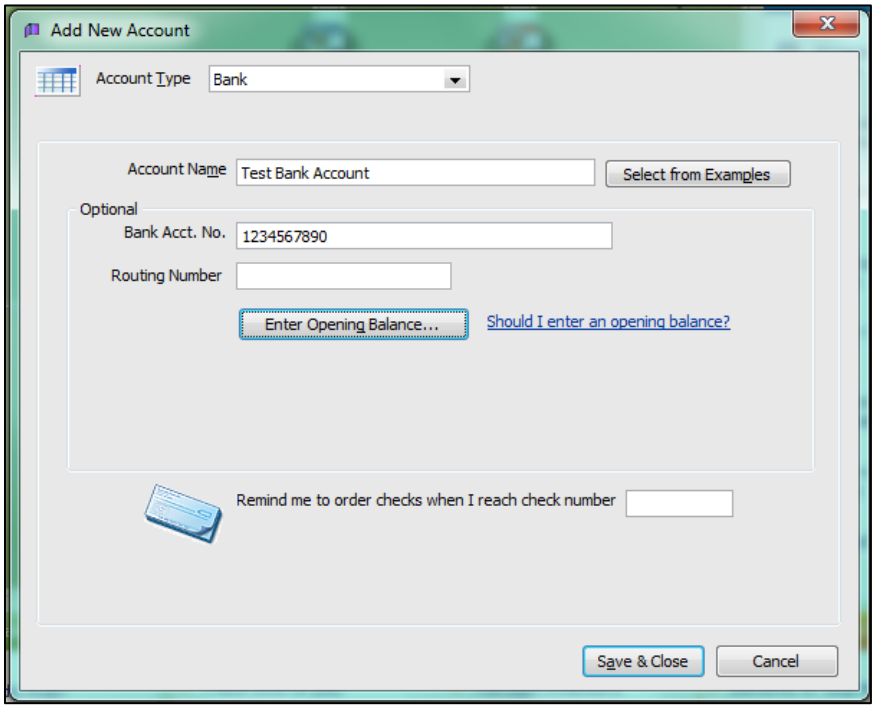
1. For the following steps, I have set up a “test” QuickBooks file, *Simplicity Test Account.* When first starting QuickBooks, your screen will look like:

2. Hovering over Bank Accounts, select “Register”. When the following pop up appears, click “Yes”.

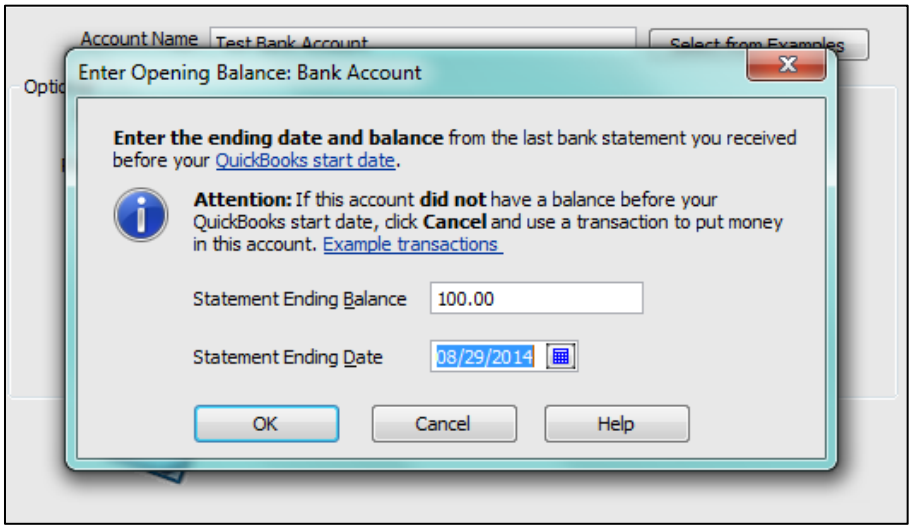




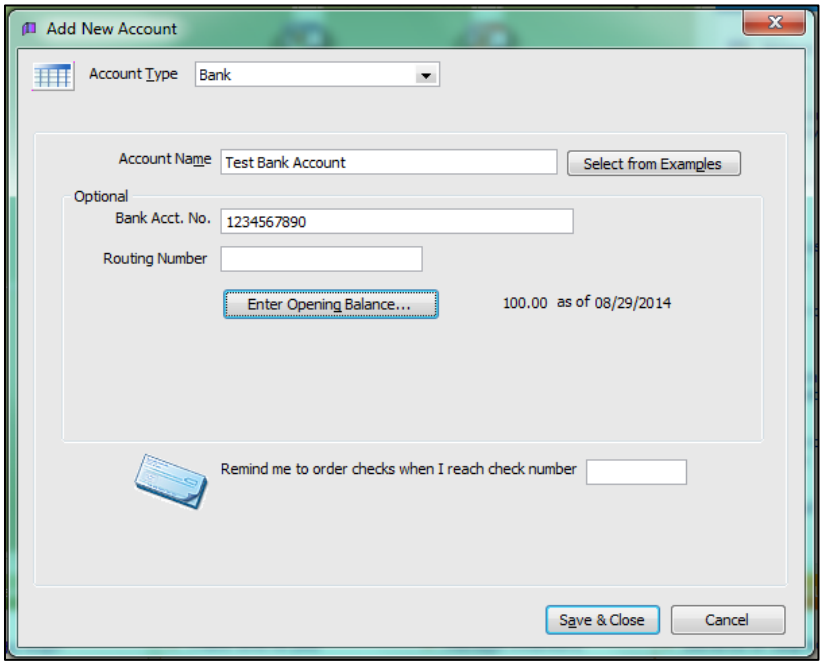
3. Add an Account Name and Bank Account Number, and then click on “Enter Opening Balance…”



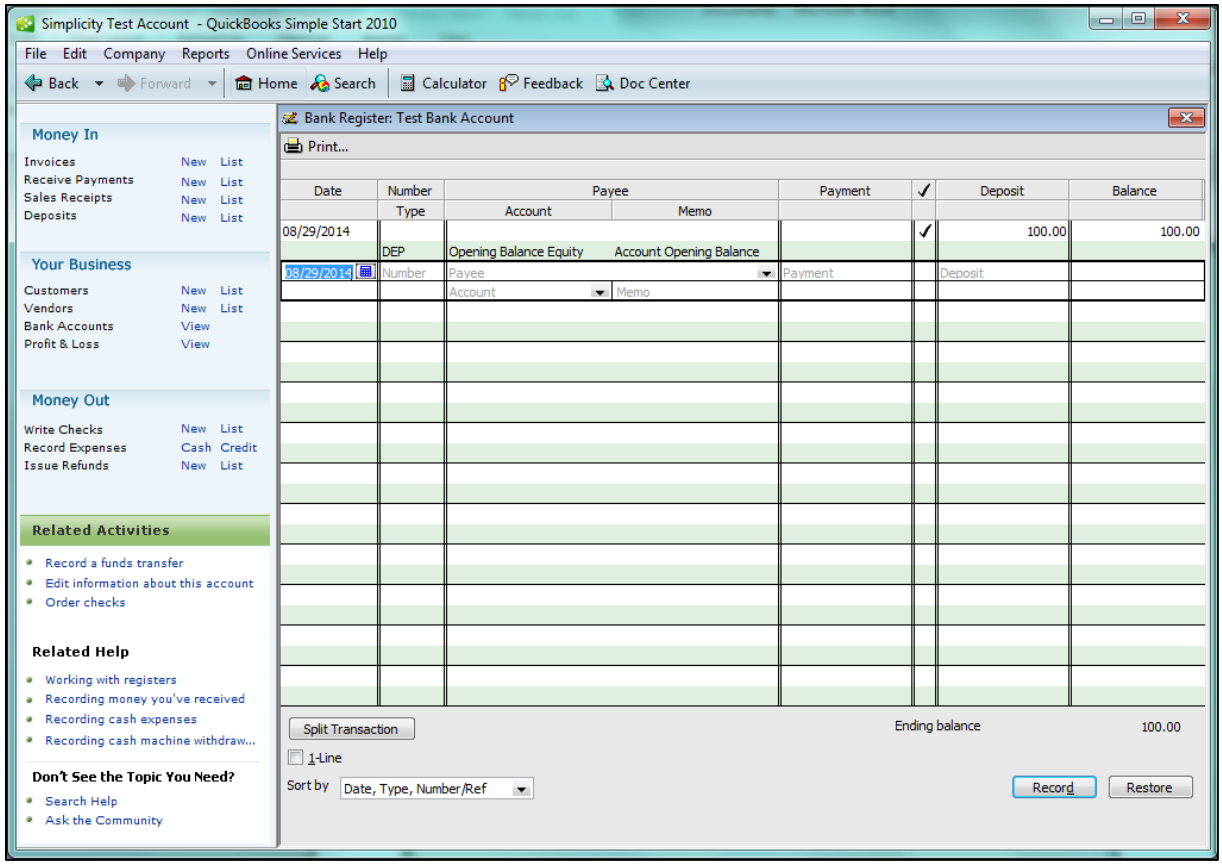
4. The following pop up asks for a balance from your last statement. For this walkthrough, I entered an example of $100, with today’s date. Click “OK”.


Account Name
Test Bank Account
Enter Opening Balance: Bank Account
Enter the ending date and balance from the last bank statement you received before your QuickBooks start date.
Attention: If this account did not have a balance before your QuickBooks start date, click Cancel and use a transaction to put money in this account. Example transactions
Statement Ending Balance
100.00
Statement Ending Date
08/29/2014
OK
Cancel
Help

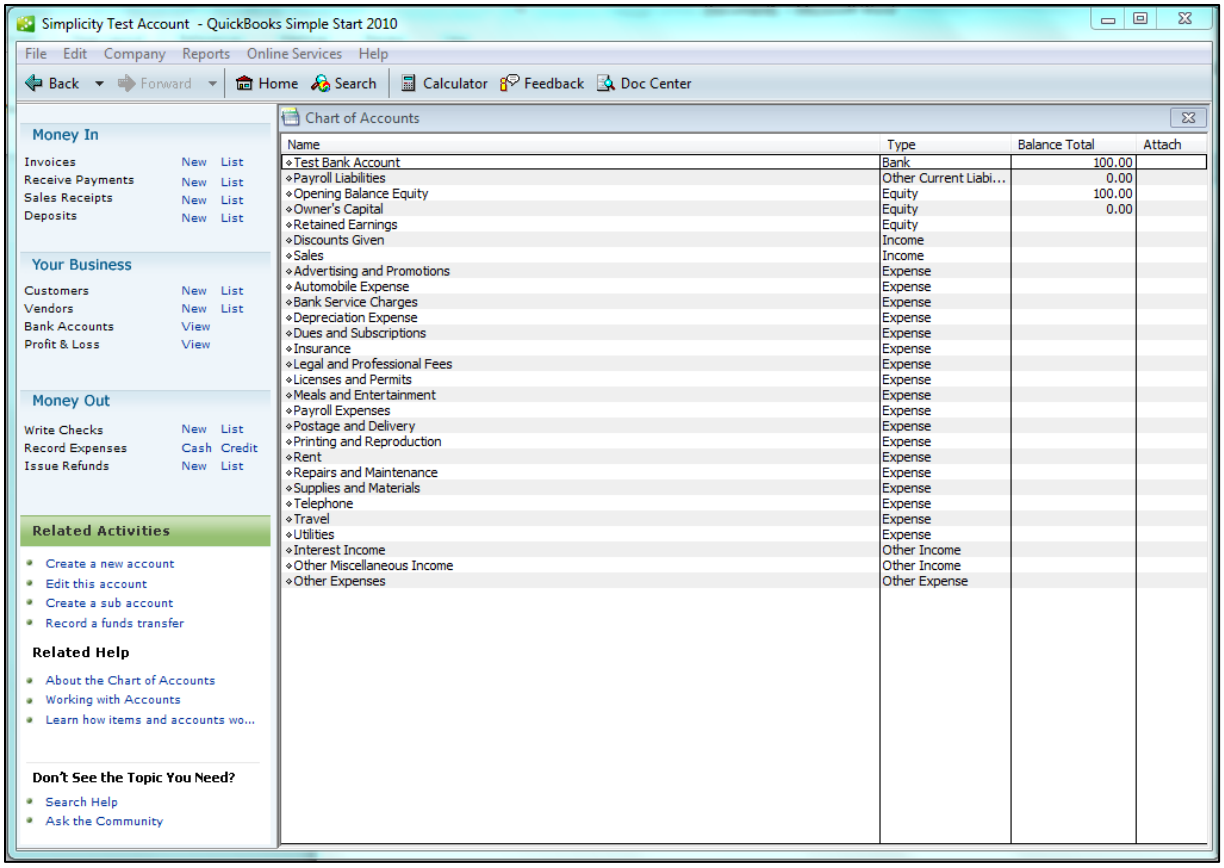
5. The previous screen has now updated your information. Click “Save & Close”.



6. This takes you to QuickBooks’ Bank Register page, where you can view your starting balance (and any future deposits).



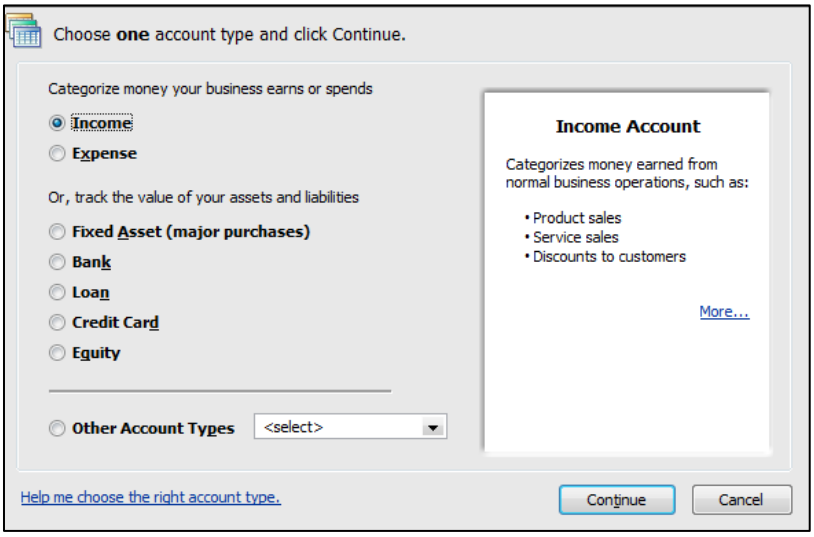
7. Going to Company > Lists > Chart of Accounts (or Ctrl+A) will bring up the following screen:



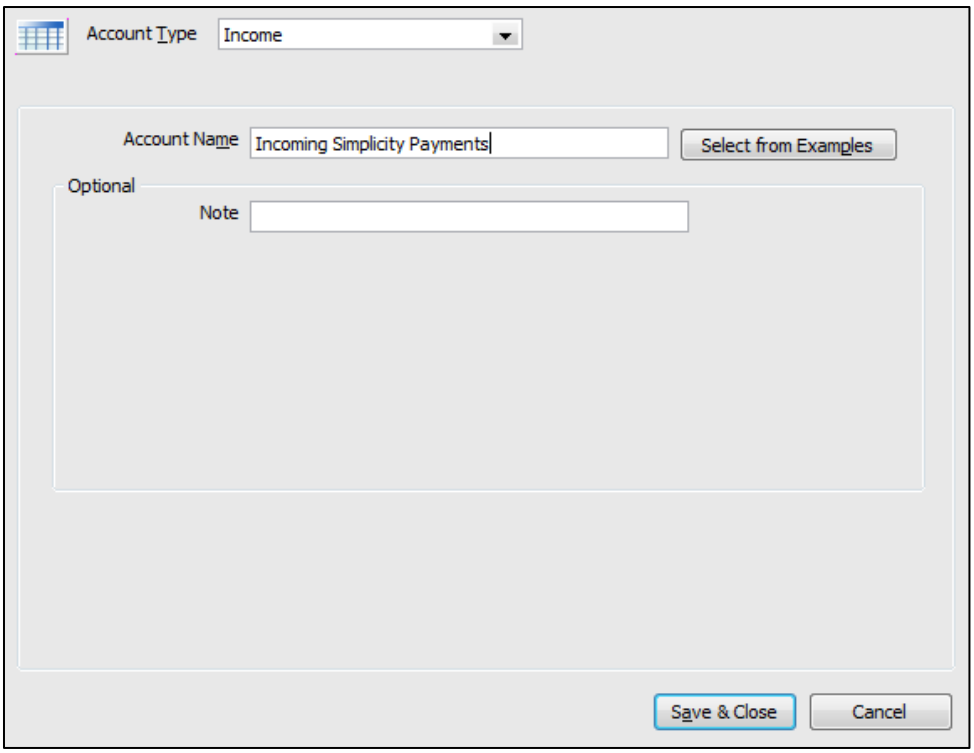
The Chart of Accounts is where you see the different Account Types available (in the Type column). Namely: Bank, Other Current Liability, Equity, Income, Expense, Other Income, Other Expense.

New "Accounts" and "Sub Accounts" can be added using the links on the bottom left.

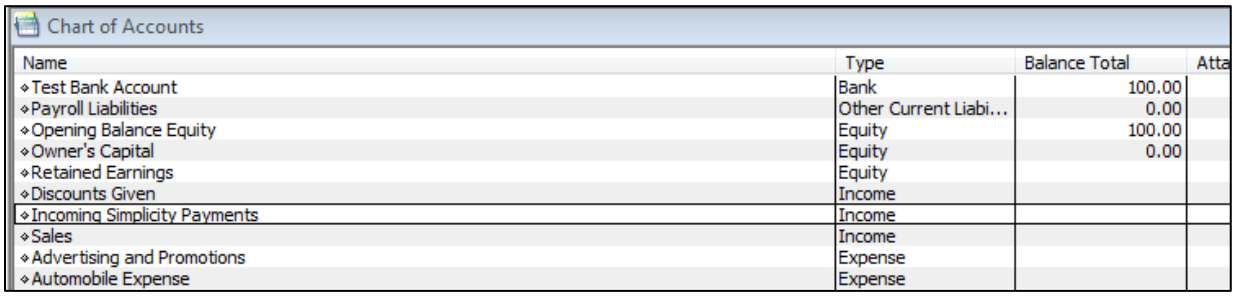
8. When clicking "Create a new account" you are taken to the following screen:



9. For this example, I chose “Income”. After making a selection, click the Continue button. On the next page, enter an Account Name, and click “Save & Close”.



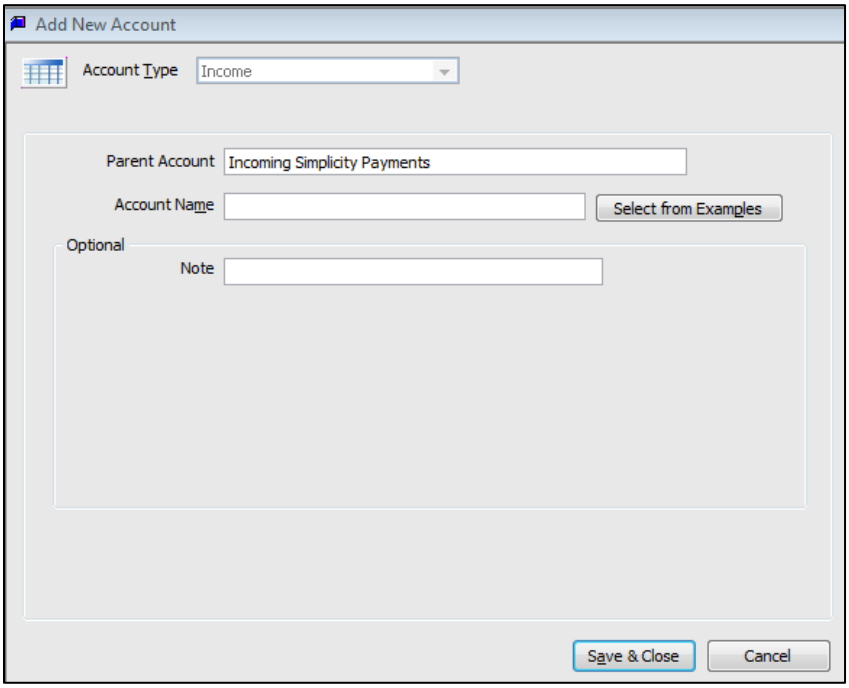
10. You now see the Account in the Chart of Accounts (for this example, “Incoming Simplicity Payments”).



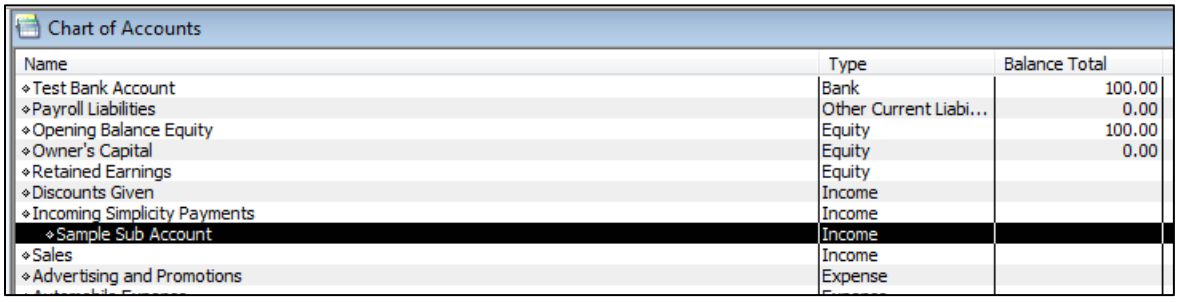
Name	Type	Balance Total	Atta
Test Bank Account	Bank	100.00	
Payroll Liabilities	Other Current Liabi...	0.00	
Opening Balance Equity	Equity	100.00	
Owner's Capital	Equity	0.00	
Retained Earnings	Equity		
Discounts Given	Income		
Incoming Simplicity Payments	Income		
Sales	Income		
Advertising and Promotions	Expense		
Automobile Expense	Expense		

11. If you want to make a sub account, click the “Create a sub account” button. Because I had “Incoming Simplicity Payments” selected, it automatically anticipates this is the parent “Account”.

    Input the Account Name as “Sample Sub Account” and selected “Save & Close”.

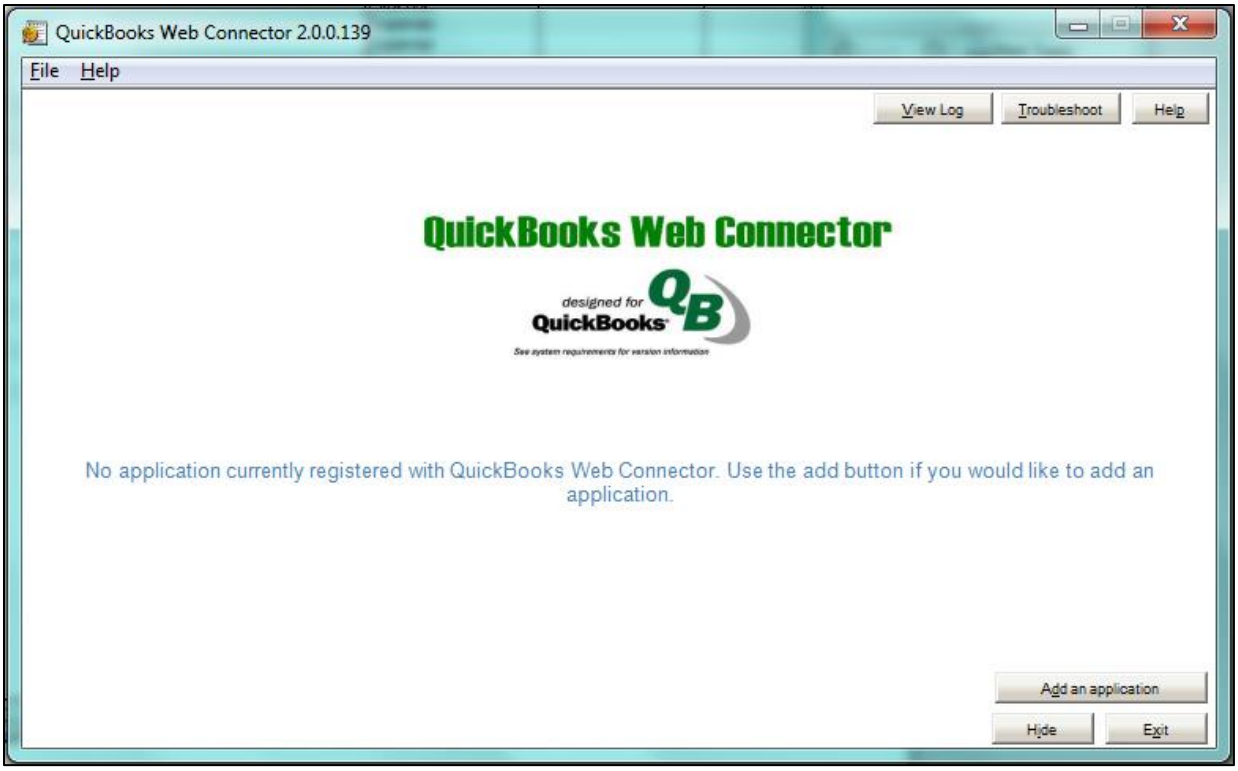


12. Now you can see the sub account listed under the parent account. Both are of the Account Type “Income”.

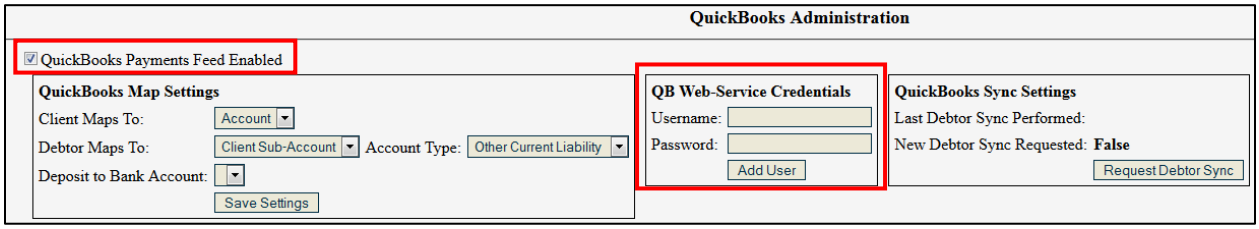


13. Now that you have a working QuickBooks file, download and install the QuickBooks Web Connector. This tool can be found at http://marketplace.intuit.com/webconnector/

    Below is how the program looks when first launched:

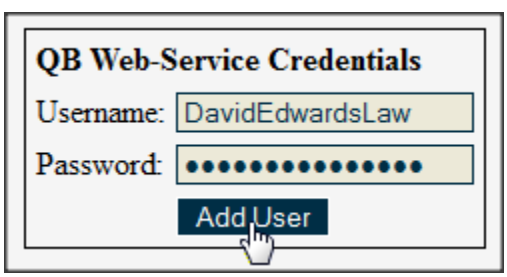


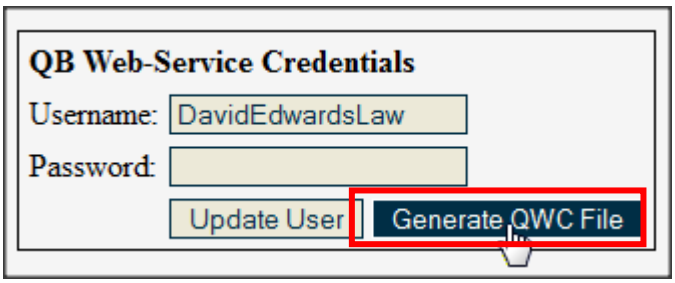
14. It now needs a QWC file type to connect with. Go to your Simplicity Account, then to Settings > QuickBooks Admin. Place a checkmark in the "QuickBooks Payment Feed Enabled".



The defaults are shown above as such. Client Maps To: "Account"; Debtor Maps To: "Client Sub-Account"; Account Type: "Other Current Liability"; Deposit to Bank Account: n/a.

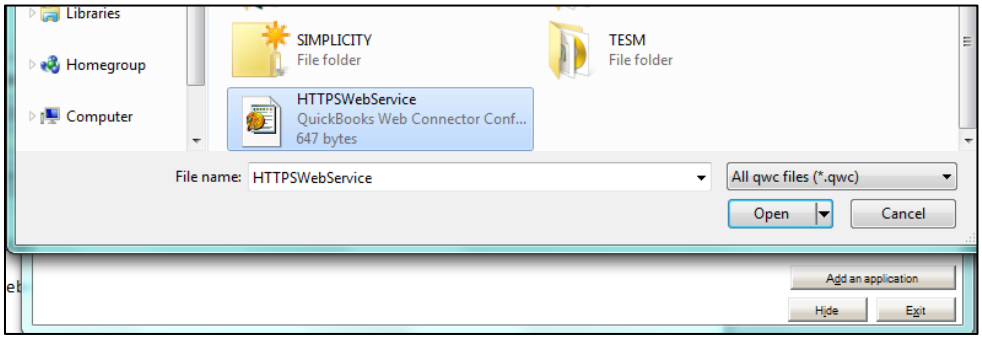
15. In the QB Web-Service Credentials box, add a **Username** and **Password**. These will be used for the QuickBooks Web Connector only, so you can either a) use your Intuit login credentials or b) *make up* your own Username and Password. Then click the button **Generate QWC File**.



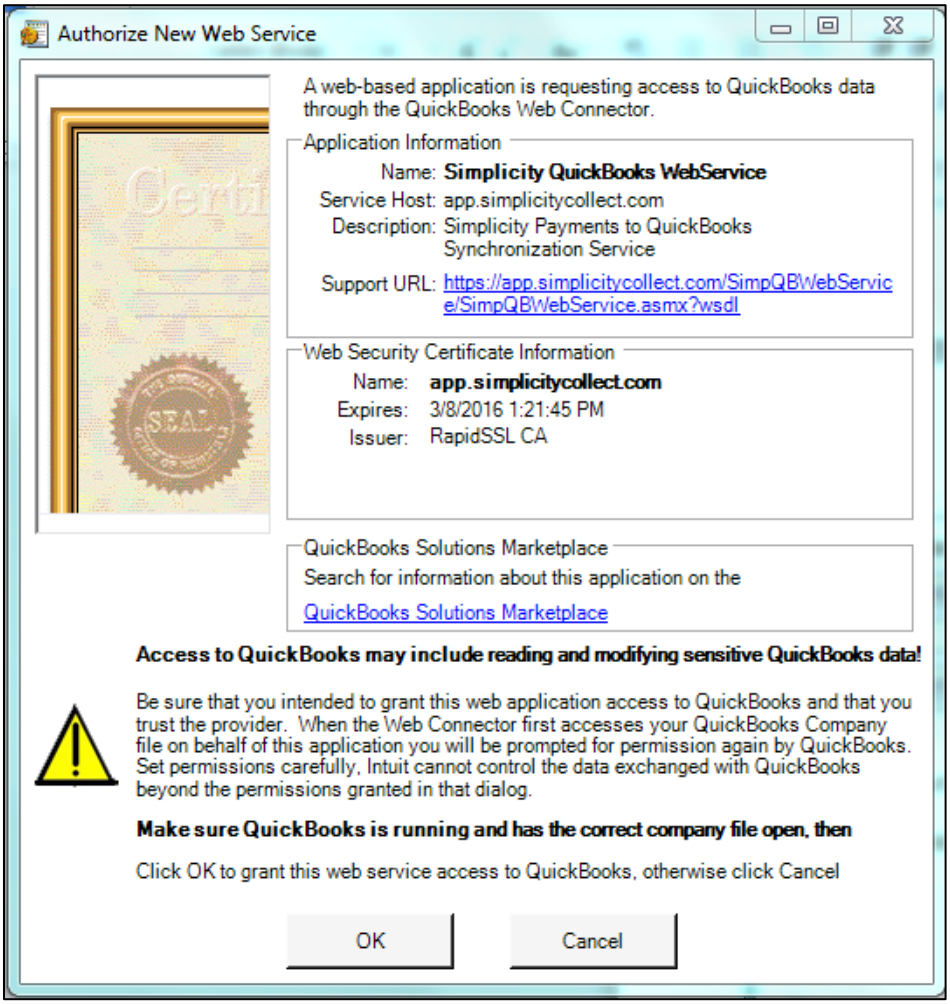


16. Once you click the “Generate QWC File” button, save the file in a known location on your computer.

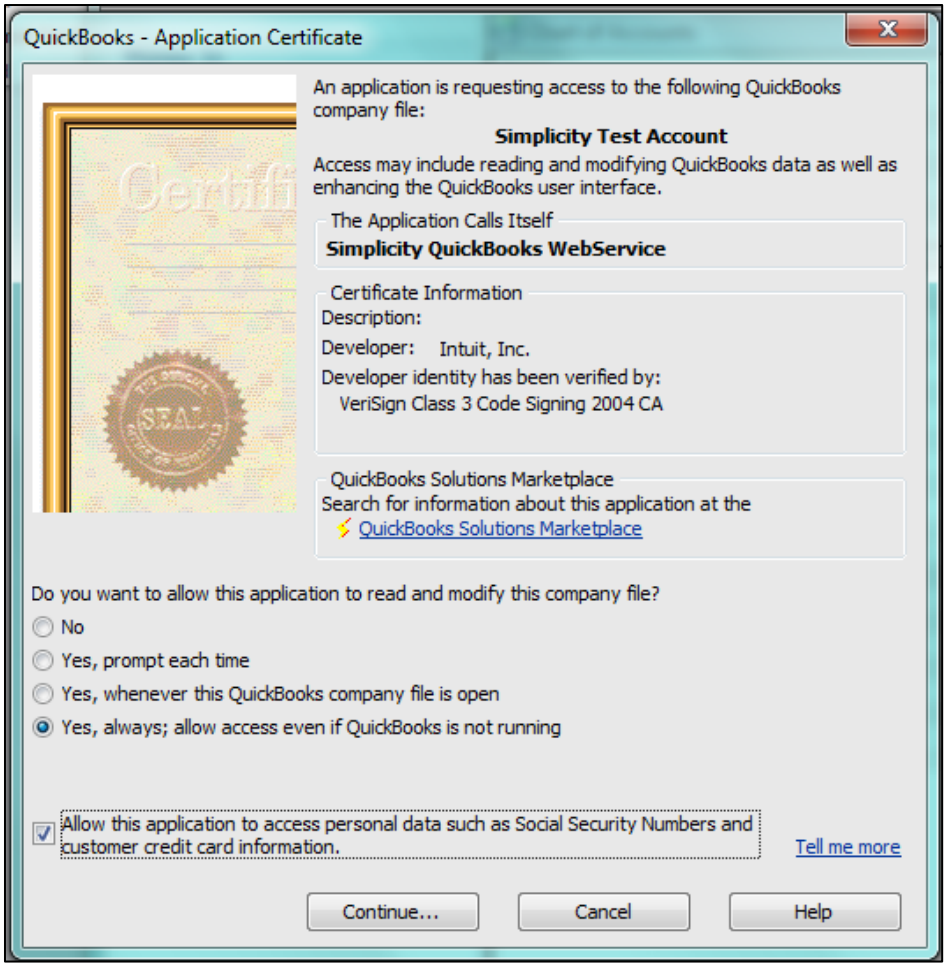
17. Then on the QuickBooks Web Connector, click “Add an Application”. Once the file is selected, click “Open”.



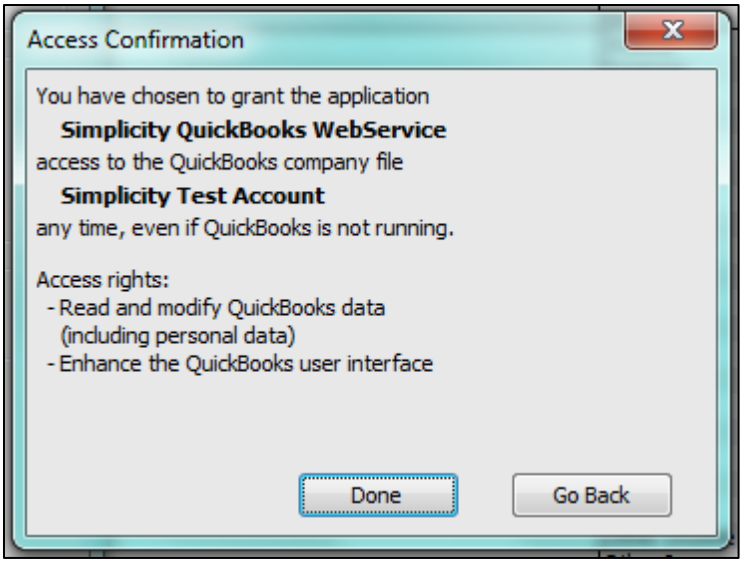
18. The following message will appear on the screen. Click “OK”.


Authorize New Web Service
A web-based application is requesting access to QuickBooks data through the QuickBooks Web Connector.
Application Information
Name: Simplicity QuickBooks WebService
Service Host: app.simplicitycollect.com
Description: Simplicity Payments to QuickBooks Synchronization Service
Support URL: https://app.simplicitycollect.com/SimpQBWebService/SimpQBWebService.asmx?wsdl
Web Security Certificate Information
Name: app.simplicitycollect.com
Expires: 3/8/2016 1:21:45 PM
Issuer: RapidSSL CA
QuickBooks Solutions Marketplace
Search for information about this application on the
QuickBooks Solutions Marketplace
Access to QuickBooks may include reading and modifying sensitive QuickBooks data!
Be sure that you intended to grant this web application access to QuickBooks and that you trust the provider. When the Web Connector first accesses your QuickBooks Company file on behalf of this application you will be prompted for permission again by QuickBooks. Set permissions carefully, Intuit cannot control the data exchanged with QuickBooks beyond the permissions granted in that dialog.
Make sure QuickBooks is running and has the correct company file open, then
Click OK to grant this web service access to QuickBooks, otherwise click Cancel
OK
Cancel

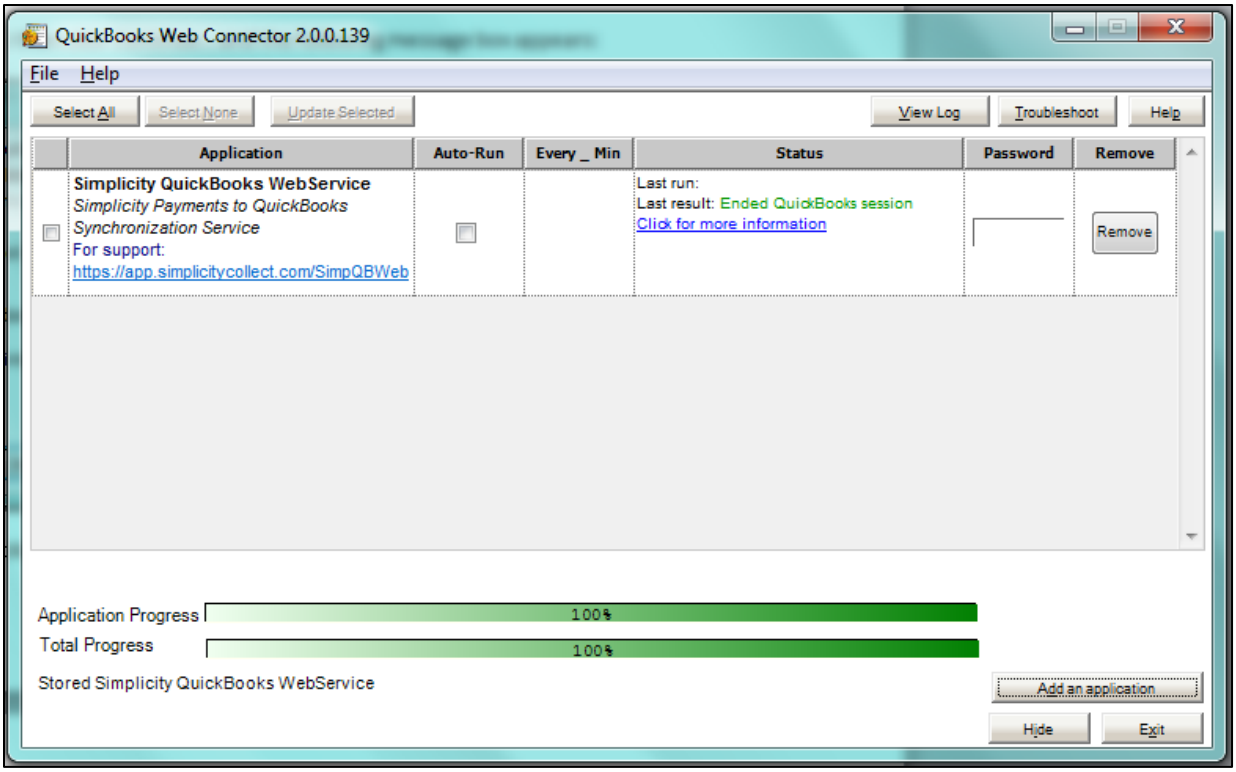
19. QuickBooks will now prompt a similar message. When you switch to that open program, you will be presented with an Application Certificate:


QuickBooks - Application Certificate
An application is requesting access to the following QuickBooks company file:
Simplicity Test Account
Access may include reading and modifying QuickBooks data as well as enhancing the QuickBooks user interface.
The Application Calls Itself
Simplicity QuickBooks WebService
Certificate Information
Description:
Developer: Intuit, Inc.
Developer identity has been verified by:
VeriSign Class 3 Code Signing 2004 CA
QuickBooks Solutions Marketplace
Search for information about this application at the
QuickBooks Solutions Marketplace
Do you want to allow this application to read and modify this company file?
No
Yes, prompt each time
Yes, whenever this QuickBooks company file is open
Yes, always; allow access even if QuickBooks is not running
Allow this application to access personal data such as Social Security Numbers and customer credit card information.
Tell me more
Continue...
Cancel
Help

Choosing the options above, click “Continue…”. To accept the permissions, click “Done”.


Access Confirmation
You have chosen to grant the application
Simplicity QuickBooks WebService
access to the QuickBooks company file
Simplicity Test Account
any time, even if QuickBooks is not running.
Access rights:
- Read and modify QuickBooks data (including personal data)
- Enhance the QuickBooks user interface
Done
Go Back

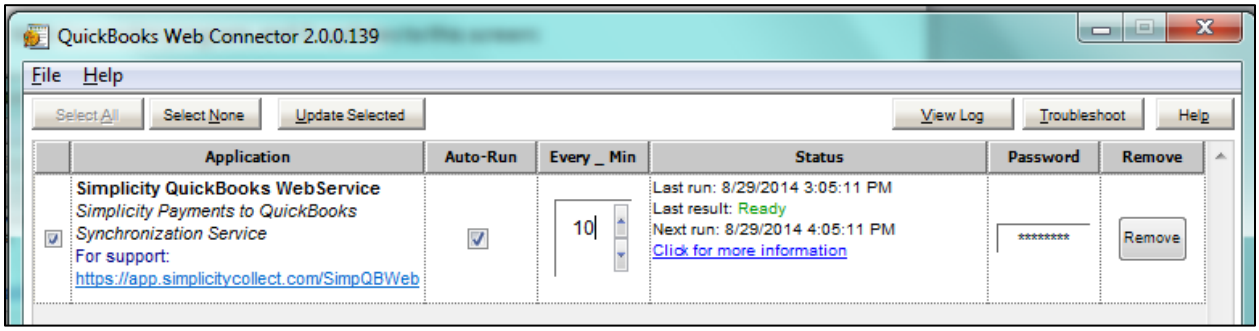
20. Switch back to the Web Connector program, and it updates to this screen:



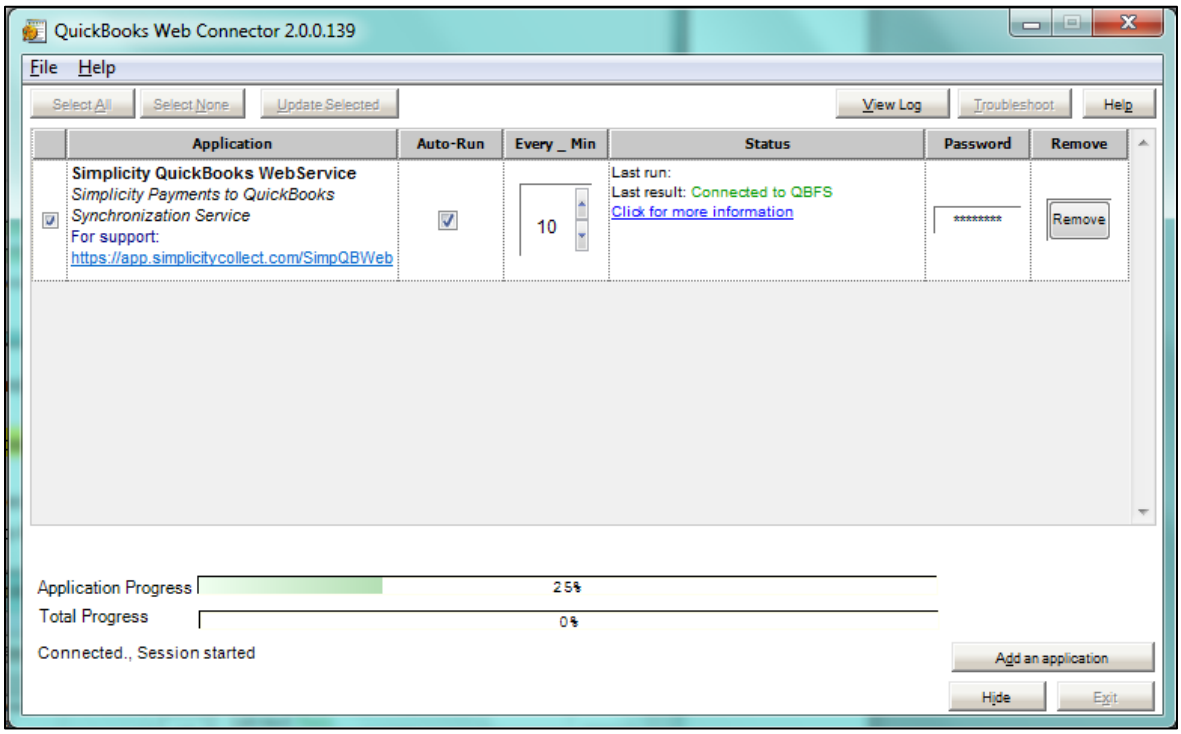
21. Go back to Simplicity > Settings > QuickBooks Admin and click the button “Request Debtor Sync”. You will be prompted with the message:

Note: QuickBooks WebConnector update needs to be initiated for Sync to be performed.

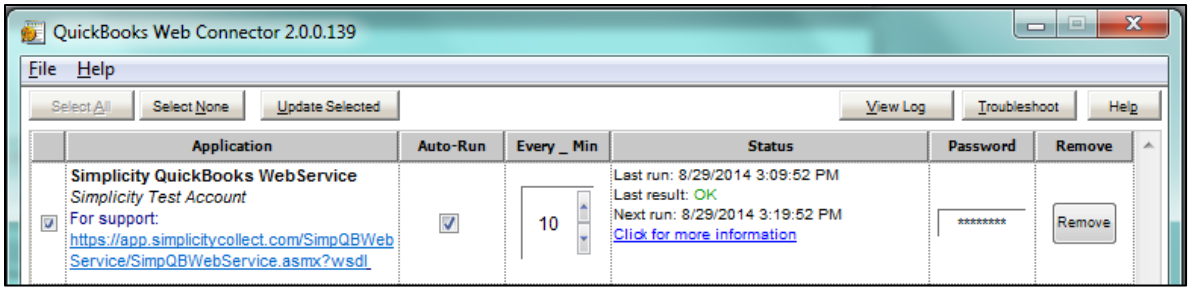
22. Go back to the Web Connector. Place a checkmark in the box on the far left, retype your password in the “Password” box (if it hasn’t prompted you for it automatically), select “Auto-Run” and mark “every 10 minutes”.



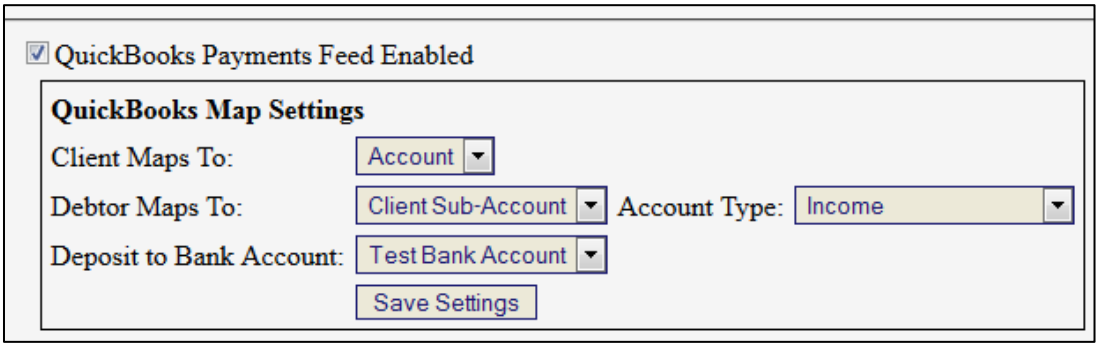
23. Click the “Update Selected” button, which shows you the updating process:



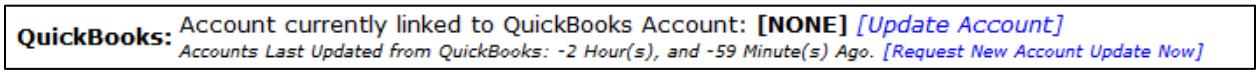
24. Once it completes, we see a message in the Status box:



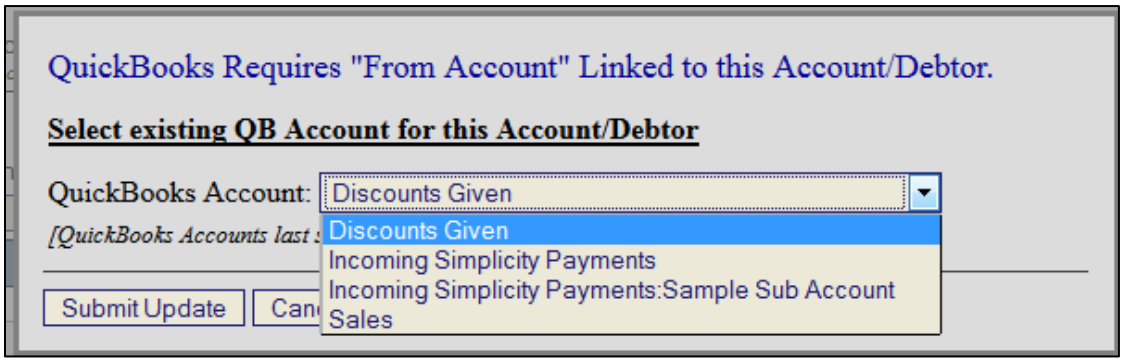
25. **Simplicity and QuickBooks are now connected.** From Simplicity, refresh the QuickBooks Admin page. Ensure that all drop downs on the **QuickBooks Admin** screen are mapped to your QuickBooks application correctly. These are the accounts that tell Simplicity how your QuickBooks application is set up, and which account to deposit funds into.



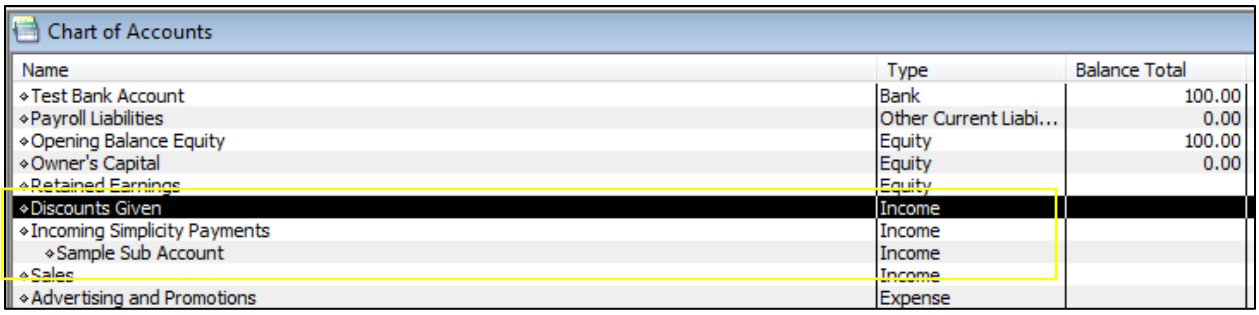
26. Next, pull up an account to post a payment with. For this example, I will go do debtor account #00J3842, Company Y. Load their **Financials** screen, and you will see the following QuickBooks message:


QuickBooks:
Account currently linked to QuickBooks Account: [NONE] [Update Account]
Accounts Last Updated from QuickBooks: -2 Hour(s), and -59 Minute(s) Ago. [Request New Account Update Now]

27. Click [Update Account]. Because I had the "Account Type" box in the QuickBooks Admin page set to "Income", the following options appear:

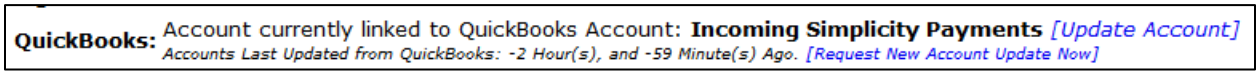


As we saw in QuickBooks, each of these relates to one of our "Income" options:

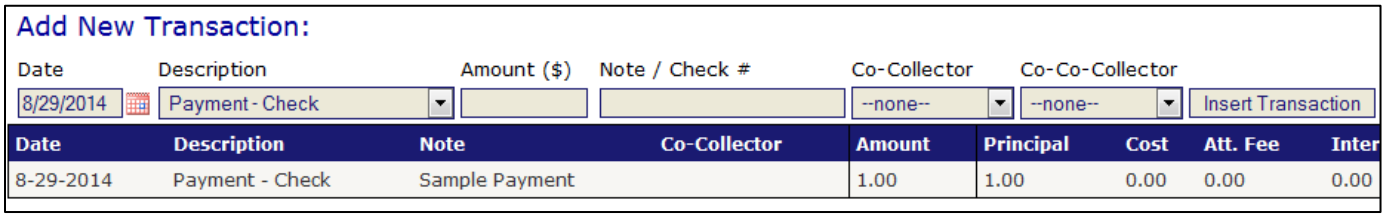


28. Choose an Account you would like to use. (For my example, I chose the main QuickBooks Account, "Incoming Simplicity Payments".) Click "Submit Update".

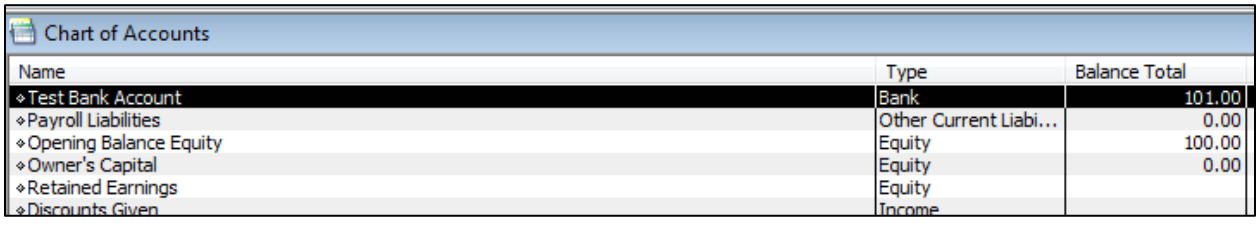
    The account is now updated with the following information:


QuickBooks:
Account currently linked to QuickBooks Account: Incoming Simplicity Payments [Update Account]
Accounts Last Updated from QuickBooks: -2 Hour(s), and -59 Minute(s) Ago. [Request New Account Update Now]

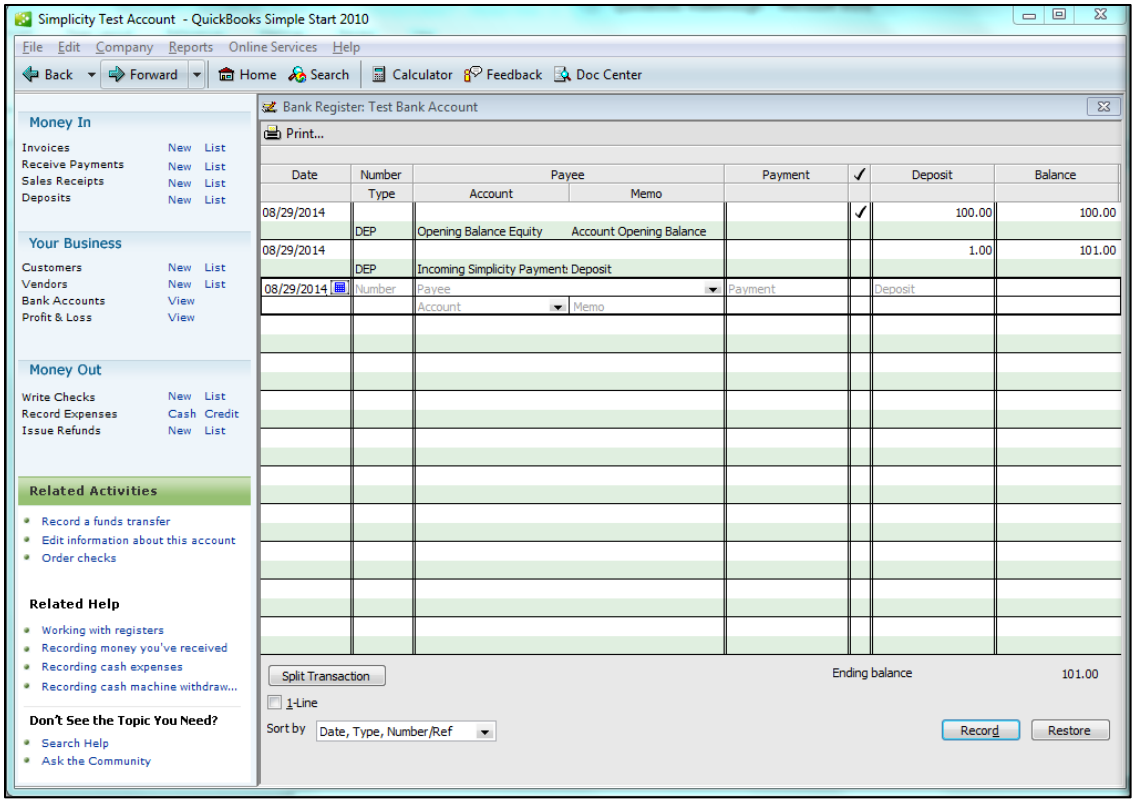
29. You can then add a payment using the "Add New Transaction" area. For our example, I added a transaction for a Check in the amount of $1.00.



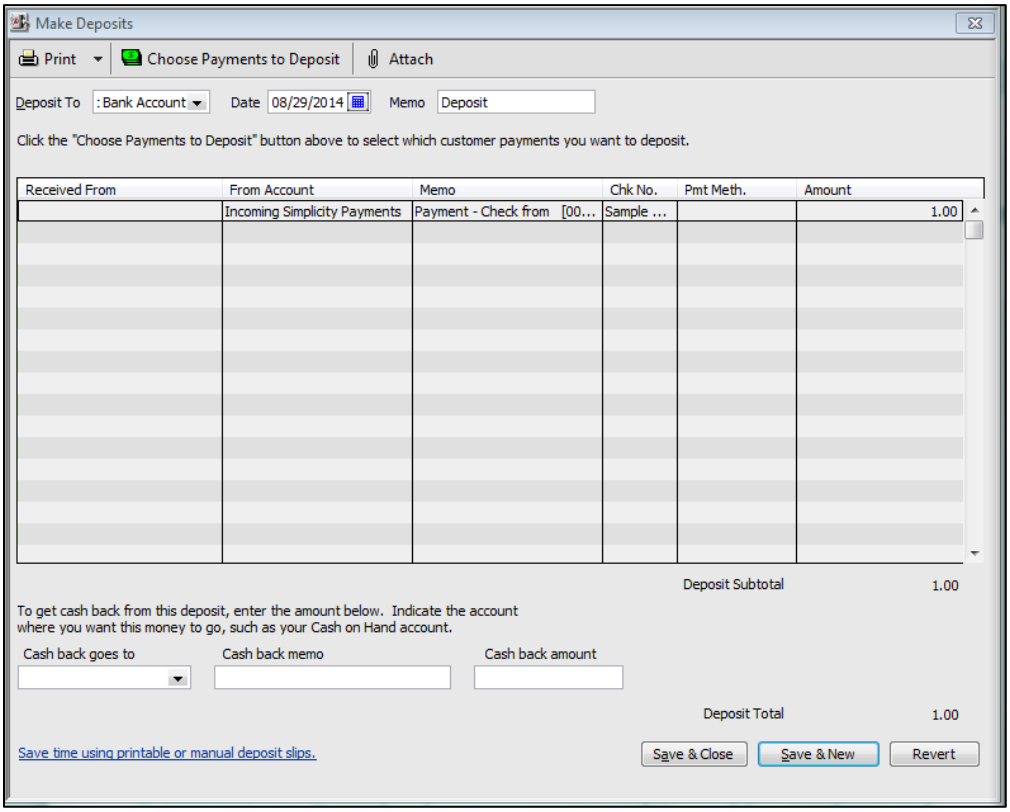
30. Once the Web Connector runs, you will see the update on QuickBooks' Chart of Accounts:



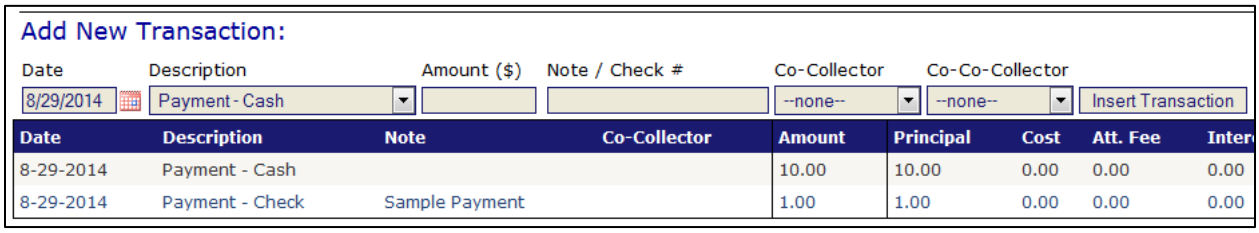
    You can also double-click on your "Bank" type (ex. "Test Bank Account"), to see the Bank Register:


Simplicity Test Account - QuickBooks Simple Start 2010
File Edit Company Reports Online Services Help
Back Forward Home Search Calculator Feedback Doc Center
Money In
Invoices New List
Receive Payments New List
Sales Receipts New List
Deposits New List
Your Business
Customers New List
Vendors New List
Bank Accounts View
Profit & Loss View
Money Out
Write Checks New List
Record Expenses Cash Credit
Issue Refunds New List
Related Activities
Record a funds transfer
Edit information about this account
Order checks
Related Help
Working with registers
Recording money you've received
Recording cash expenses
Recording cash machine withdraw...
Don't See the Topic You Need?
Search Help
Ask the Community
Bank Register: Test Bank Account
Print...
Date Number Type Payee Account Memo Payment ✓ Deposit Balance
08/29/2014 DEP Opening Balance Equity Account Opening Balance 100.00 100.00
08/29/2014 DEP Incoming Simplicity Payment Deposit 1.00 101.00
08/29/2014 Number Payee Account Memo Payment Deposit
Split Transaction
1-Line
Sort by Date, Type, Number/Ref
Ending balance 101.00
Record Restore

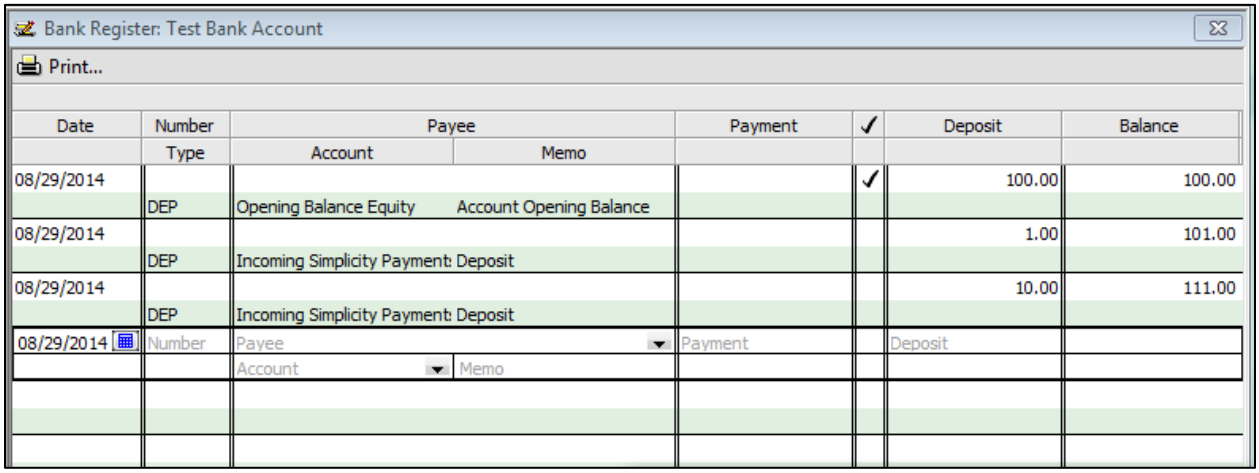
If you click on the **Balance (ex. "$101.00"),** "Make Deposits" opens. It gives additional options:


Make Deposits
Print Choose Payments to Deposit Attach
Deposit To : Bank Account Date 08/29/2014 Memo Deposit
Click the "Choose Payments to Deposit" button above to select which customer payments you want to deposit.
Received From From Account Memo Chk No. Pmt Meth. Amount
Incoming Simplicity Payments Payment - Check from [00... Sample ... 1.00
Deposit Subtotal 1.00
To get cash back from this deposit, enter the amount below. Indicate the account where you want this money to go, such as your Cash on Hand account.
Cash back goes to Cash back memo Cash back amount
Deposit Total 1.00
Save time using printable or manual deposit slips.
Save & Close Save & New Revert

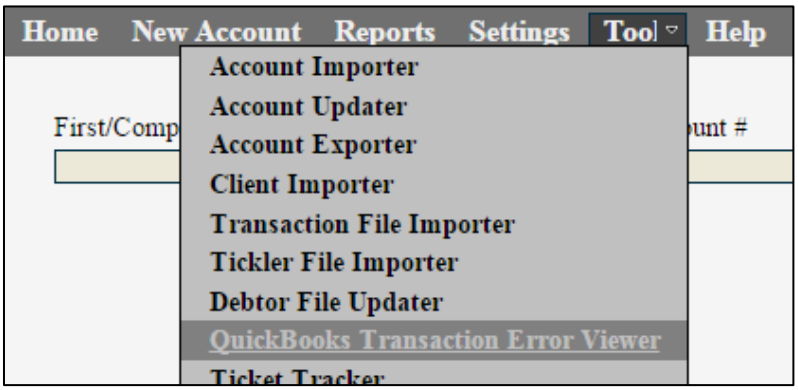
31. You can then post other types of payments (such as cash or credit card) via Simplicity.



32. QuickBooks updated via the Web Connector with the new payment information:



33. If you are having trouble with debtor payments transferring from Simplicity to QuickBooks, try checking Tools > QuickBooks Transaction Error Viewer.



This screen will show you if any accounts had trouble sending their transactions, and will give a brief description of what may have happened.

ANY TIME NEW ACCOUNTS OR CHANGES ARE MADE IN QUICKBOOKS, THE FOLLOWING STEPS MUST BE TAKEN IN THE FOLLOWING ORDER:

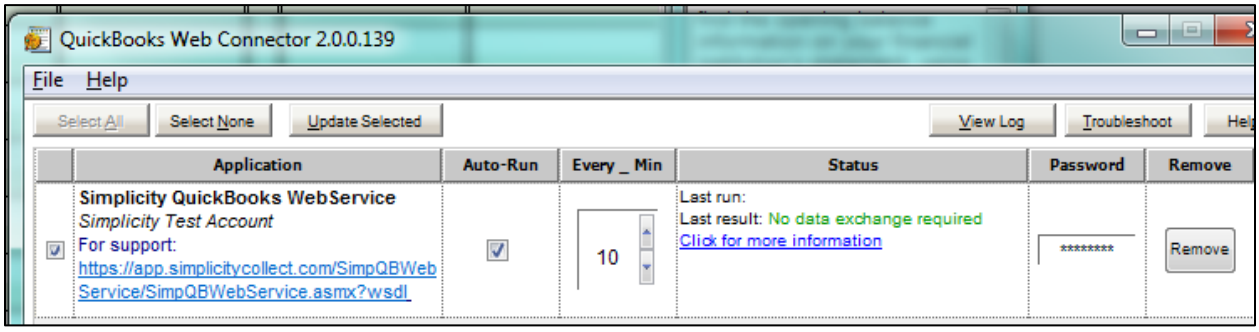
1. In Simplicity under **Settings > QuickBooks Admin** section, click on **Request Debtor Sync**.
2. In your QuickBooks Web Connector Application, check the box to the left of the Simplicity QuickBooks web service and click **Update Selected**.

This process will ensure that your QuickBooks application and Simplicity will always stay in sync.

Common Questions about QuickBooks Integration

Q: My QuickBooks states “No data exchange required. What does that mean?

A: If the Web Connector says the message **No data exchange required** it indicates it found no payments during the last run that it can update QuickBooks with.



Q: Does Simplicity only send over payment information?

A: Correct. Simplicity implements a "payment feed" to your QuickBooks account and transfers information based on what payments are received in our software. Payment deletions or edits made in Simplicity will need to be manually worked in QuickBooks.

Q: In QuickBooks, my payment is posting as a negative number. Did I do something wrong?

A: This is actually a feature of QuickBooks. Because a payment is “coming” from a specific account and being deposited into your “bank account”, it shows the account with a negative number.

Q: My information isn’t transferring. How do I know what the issue is?

A: One of the most reliable ways for you to view issues the Web Connector may be having, is to use the QuickBooks Transaction Error Viewer. From Simplicity, you can go to Tools > QuickBooks Transaction Error Viewer. This will display any accounts/transactions the software had trouble sending, the date it occurred, and the reasoning for the failure.

Common QuickBooks Transaction Error Viewer Messages

"The account you entered is the account you are depositing to. This field should contain the account where the money is coming from."

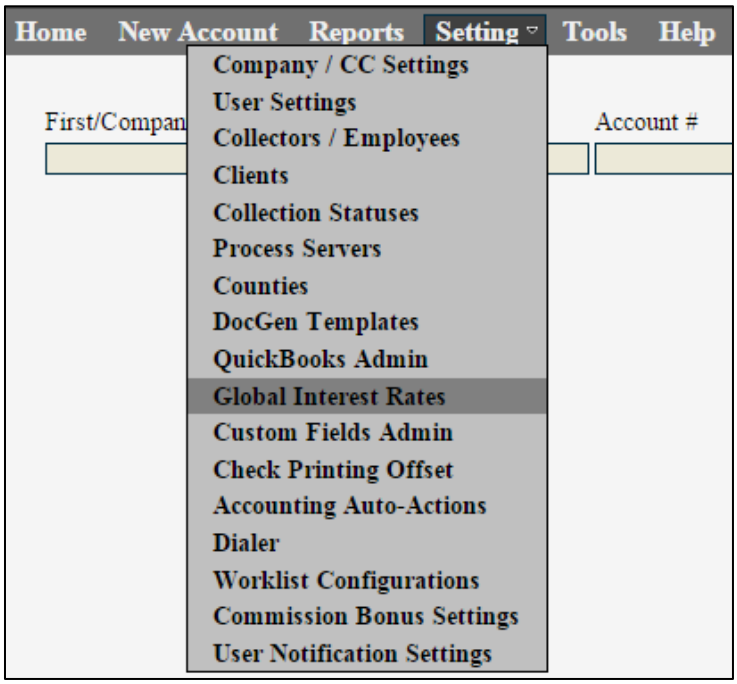
This would indicate the account being deposited to and the account where the money is coming from is set up to be the same exact account in Simplicity (which it's unable to utilize). You would want to either a) adjust the bank account you are depositing to via Settings > QuickBooks Admin, or b) adjust the account linked to the debtor, on their Financials page.

"Transaction split lines to Accounts Receivable must include a customer on that split line."

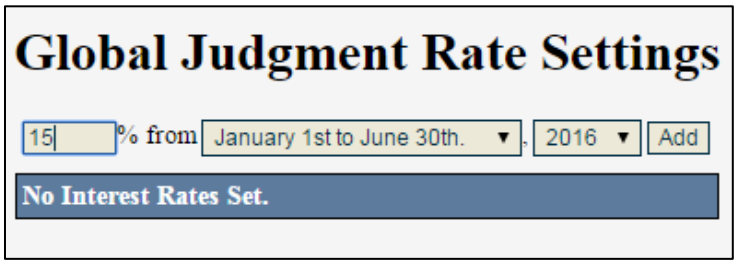
This error sometimes appears when using QuickBooks' default "Accounts Receivable" account. Try the following steps to create a new account to use in QuickBooks, instead of using this default one:

1) Start QuickBooks.
2) Create a new account by clicking Edit and then clicking New Account.
3) Set the Account Type to Other Current Assets.
4) Fill out the remaining fields on the new account screen.
5) Click OK to save your changes.
6) Open Simplicity, navigate to Settings -> QuickBooks Admin
7) Request a new debtor sync (which will pull down new account)
8) Change the deposit account to the new account created.
9) Delete the original payment and try re-adding it.

More information on this specific error can be viewed here: http://support.microsoft.com/kb/837803

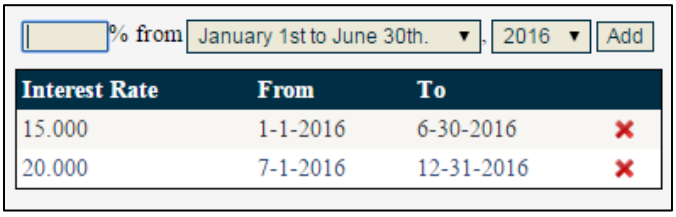


Global interest rates were developed specifically for our Michigan based legal clients. This provides a convenient way for interest rates to be changed in the system every six months. These automatically compound annually.



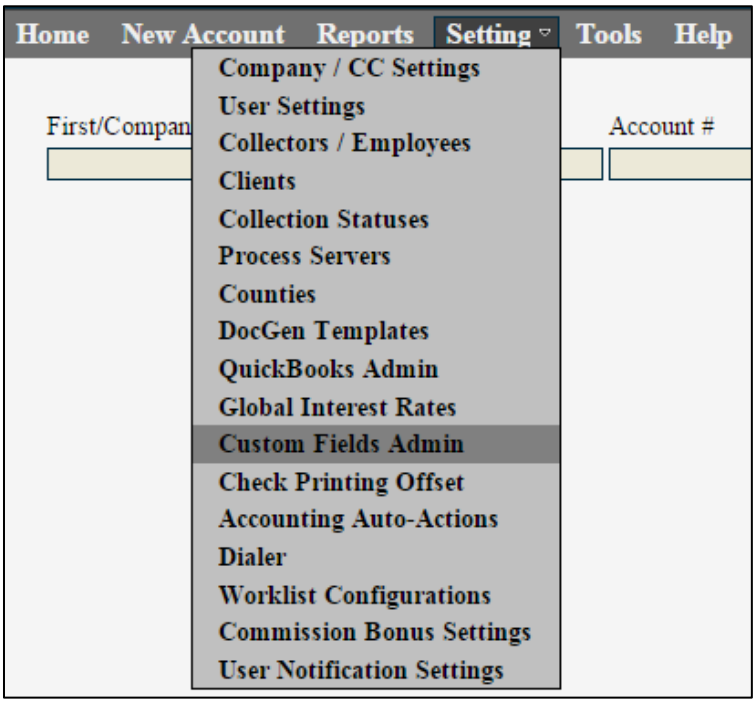
Adding Global Interest Rates

1. Click **Settings → Global Interest Rates**
2. Specify the interest rate percentage that is allowed for the specified time frame.
3. Choose either the 6 month period of January – June, or July – December.
4. Select the year of the interest rate from the drop down list.
5. Click **Add**.



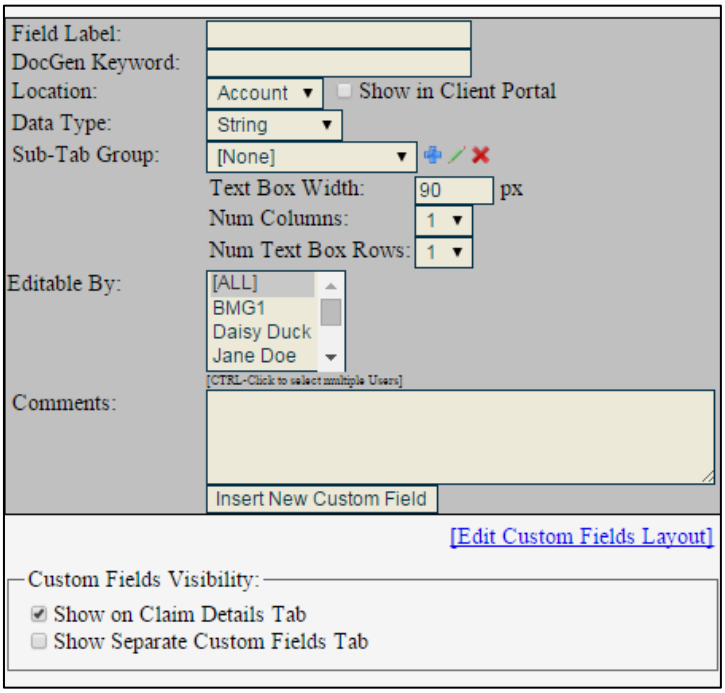
Apply Global Interest to Accounts

1. If a judgment is passed that allows for global interest rates to be applied, go the **Financials → Settings / Judgment** sub-tab of the account.
2. Under the **Judgment Details** heading, put a check in the checkbox next to **Use Global Interest Rate(s).**
3. Click **Save Changes**



Creating a New Custom Field

Sometimes you get information about an account that SimplicityCollect does not have a field for, yet you need that information stored. Custom fields can easily be created to resolve this problem. Simplicity allows you the ability to create an UNLIMITED number of custom fields. To create custom fields in Simplicity do the following:



1. Click on **Settings → Custom Fields Admin.**

2. A list of current custom fields appears on the left hand side of the screen.

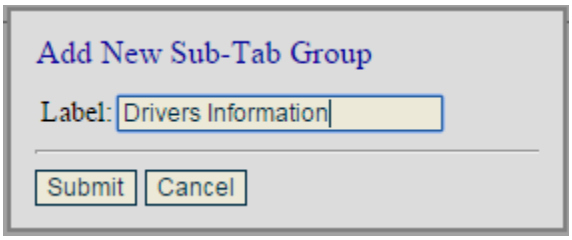
3. On the right hand side of the screen you will create a custom field if it does not already exist in the list to the left, or exist in Simplicity already. (Ensure that the field does not exist as a field in Simplicity first. A list is provided below of Simplicity fields.)

4. Fill out all the information in the gray box
   - Field Label – The name of your custom field.

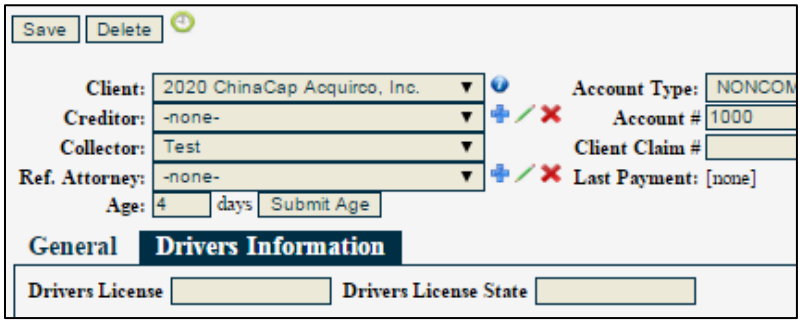
- DocGen Keyword - This will automatically fill in. It is important to note that ALL custom fields are available for use in your DocGen templates and Account Exporting Tool.
- Location - This is where the field will show up on an account's claim detail screen. If **account** is selected, the custom field will appear at the account level on the claim details screen. If **debtor** is selected, the custom field will appear under the debtor's details on the claim details screen. (Some fields you might want to store on a debtor level are as follows: alternate phone numbers, spouse name, bank info.) The location that you specify for the custom field is permanent. If you want to change the field's location in the future, you must create a new field under the other location.

- Data type – this defaults to **String** format, which means any type of data can be used with it.
    1. If you want a larger box for your data because of a lot of text, choose the **Text** data type. This will appear like a large box on the account, with a "handle" on the bottom right. Using the handle, you can expand or shrink the box to view more or less data.
    2. If your data is a date, you can choose the **Date** data type. The field will allow only dates to be entered. It will also appear on an account with a calendar icon next to it.
    3. If you want to import a hyperlink of any kind, you can set the data type to **HyperLink**. This will make whatever is imported a hyperlink that is clickable. There is not a way to edit this field once data is imported into it, except using the **Account** or **Debtor File Updater tools.**

- Sub-Tab Group – if you want custom fields organized by group, you can create a Sub-Tab. An example might be "Drivers Information", where I may want a Driver's License and State listed. Once I add a Sub-Tab group using the blue icon (it can be edited or deleted respectively) it is now tied to the **Location** that was selected above (account or debtor). You create the field like normal, selecting the Sub-Tab Group in the drop down list provided:



Once added this new tab appears with your **Custom Fields** tied to it:



- Text Box Width – The size the text box will be. 90 pixels (px) are equal to 1.2 in (inches).
- Num Columns – The number of columns wide the field will be.
- Num Text Box Rows – The number of rows the field will be.
- Editable By: -- This area allows you to choose who can edit this field in Simplicity. By default it selects [ALL] collectors, but you can change it to one or more users. Use Ctrl-Click to select multiple users.

- Comments – Useful for others who enter this screen and may want to know the reasoning behind a certain field. This does not show anywhere on the account.

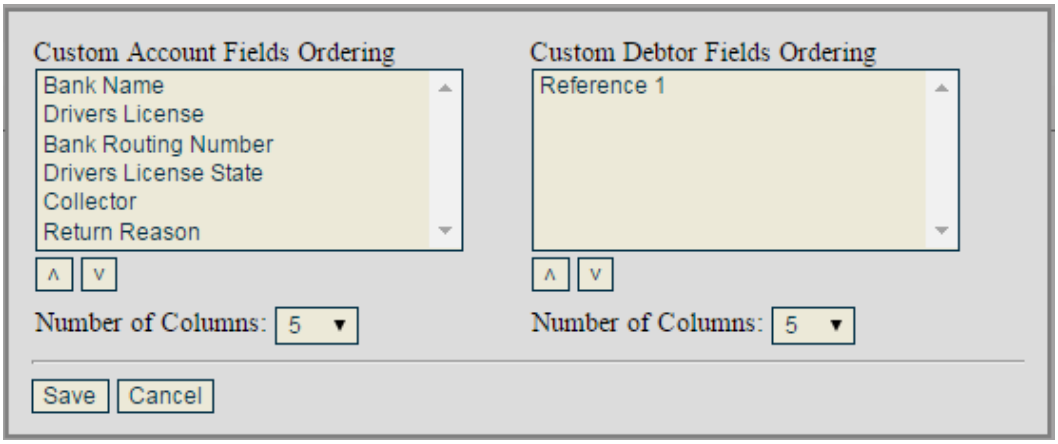
5. Click **Insert New Custom Field.** Now you have a new field to store data in.

Custom fields can be used to import data and generate mail merge letter templates.

Edit Custom Fields Layout

The **[Edit Custom Fields Layout]** button brings up a window where you to change the order that custom fields are listed on a debtor's account. It is separated by both **account** fields and **debtor** fields, respectively.

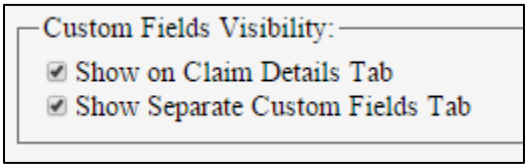
Order the fields in order of importance. The first field in the list will appear in the upper left of the set of custom fields. The last field name in the list will appear at bottom right of the custom fields. To change the order, click on the name of a field and use the up and down arrows ∧ ∨ .



You can also change the number of custom field **Columns** that appear on a debtor's account. By default it shows 5 columns (custom fields) in a row, before carrying down to the next row (line).

Custom Fields Visibility

By default you only see custom fields on the **Claim Details** tab of an account (the first checkbox).



If you mark the 2nd box instead, "Show Separate Custom Fields Tab", a new tab will be displayed on accounts where all custom fields are listed.

Changing the visibility affects all custom fields, not just the one you have selected.

List of common stock fields in Simplicity

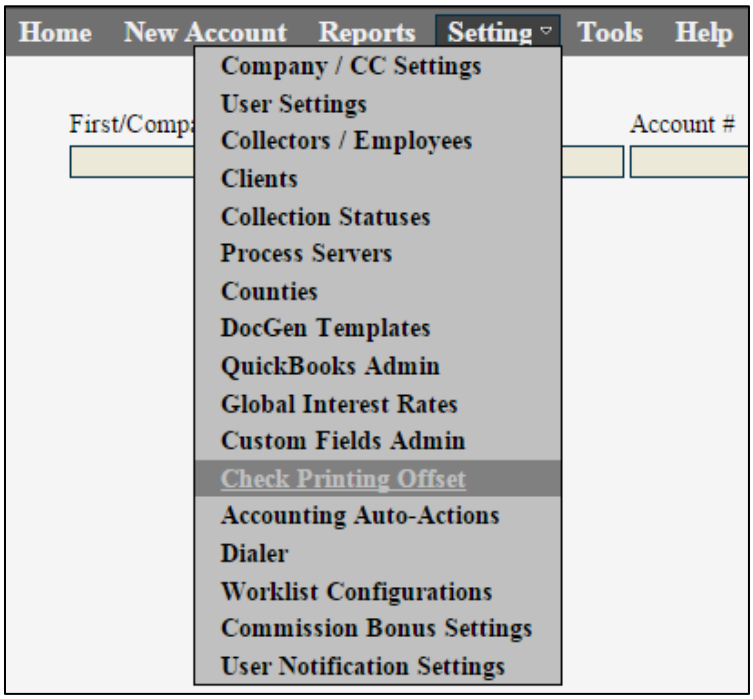
Simplicity Field	Description
Abstract Recorded Date	Date the abstract was recorded
Allocation Method	The automatic allocation method for payments. Principal > Interest > Cost (etc.)
Answer Filed Date	Date the answer was filed
Attorney Contingency Rate	The percentage rate that the attorney receives, contingent on performance.
Account Entered Date	Date account was entered
Case File Number	Number used for internal use to represent the specific case
Charged Off Date	The date the debt was charged off the creditors books
Claim Amount	The amount of debt that is still uncollected
Claim Interest Rate	Percentage rate being charged on the debt
Claim Interest Start Date	Date allowed to begin interest calculations
Claim Note	Any notes that would differentiate a certain claim
Claim Received Date	The date the claim was received
Client Claim Number	Number used to relate to the client which account you are referring to
Client Commission Rate	The percentage rate the client is paying the agency to collect
Client Name **(Required)**	Name of the client the account is being worked for **OR** Name of portfolio
Complaint Filed Date	Date the complaint was filed
Complaint Served Date	Date the complaint was served
Court Number	Court Number associated with a specific litigation
Creditor Name	Name of the original creditor of the debt
Debtor Address	Primary address associated with the debtor
Debtor Address Two	Line two of the primary address for the debtor (E.x. Apartment 301)
Debtor Cell	Cell phone number for the debtor
Debtor City	City of residence for the debtor
Debtor Company Contact	Name of contact at a company for commercial debt
Debtor Company Name **(Required)**	The name of a company that owns debt on commercial account. (You need either debtor company or debtor (person) name, NOT BOTH)
Debtor DOB	Date of birth for a debtor
Debtor Email	Email address for a debtor

Debtor Employer Address	Address of the debtors place of employment
Debtor Employer Address Two	Line two of the debtors place of employment
Debtor Employer Cell	Cell phone number for the debtors place of employment
Debtor Employer City	City for the debtors place of employment
Debtor Employer Email	Email address for the debtors place of employment
Debtor Employer Fax	Fax number for the debtors place of employment
Debtor Employer Name	Name of debtors place of employment
Debtor Employer Phone	Phone number for the debtors place of employment
Debtor Employer State	State of debtors place of employment
Debtor Employer Zip	Zip code for debtors place of employment
Debtor Fax	Fax number for a debtor
Debtor First Name **(Required)**	First name of debtor (You need either debtor company (commercial) OR debtor first name, NOT BOTH)
Debtor Last Name **(Required)**	Last name of debtor (You need either debtor company (commercial), OR debtor last name, NOT BOTH)
Debtor Middle Name	Middle name of debtor
Debtor Phone	Primary phone number for debtor
Debtor SSN **(Recommended)**	Social security number of the debtor
Debtor State	State of debtors residence
Debtor Zip	Zip code of the debtor
Judgment Amount	Amount the judgment allowed for collection (**For post judgment only!** Overrides the claim amount.)
Judgment Date	Date the judgment was made (**For post judgment only!** Overrides the claim amount.)
Judgment Interest Rate	Interest rate allowed for application by court (**For post judgment only!** Overrides the claim amount.)
Last Update Date	Date the account was last updated
Note	Notes for the account. Appears on the details screen (Different than claim note)
Originated Date	Date the credit originated
Purchased Date	Date the debt was purchased
Status	Status of the Account/Claim
Status Change Date	Date the status was defined

Co-Debtor fields Simplicity:

Simplicity Field	Co-Debtor / Co-Signer Data
CoDebtor1 Address	The co-debtors address
CoDebtor1 Address Two	Line two of the co-debtors address
CoDebtor1 Cell	Cell phone number for the co-debtor
CoDebtor1 City	City of the co-debtor
CoDebtor1 Company Contact	Name of contact for commercial debt
CoDebtor1 Company Name	Name of company when the co-debtor is a company
CoDebtor1 DOB	Date of birth for the co-debtor
CoDebtor1 Email	Email address for the co-debtor
CoDebtor1 Fax	Fax number for the co-debtor
CoDebtor1 First Name	First name of the co-debtor
CoDebtor1 Last Name	Last name of the co-debtor
CoDebtor1 Middle Name	Middle name of the co-debtor
CoDebtor1 Phone	Phone number for the co-debtor
CoDebtor1 SSN	Social security number for the co-debtor
CoDebtor1 State	State for the co-debtor
CoDebtor1 Zip	Zip code for the co-debtor

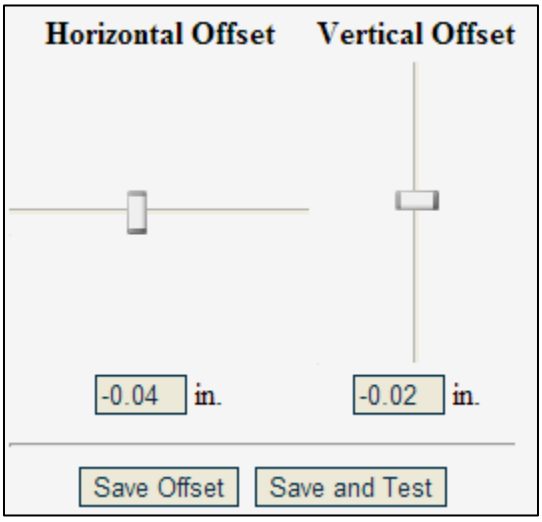
Check Printing Offset

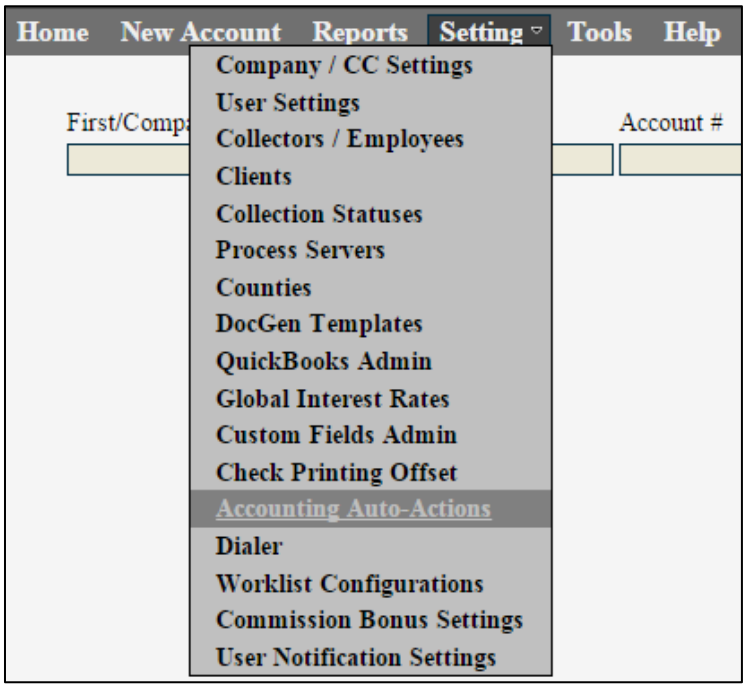


Offsetting Checks for Printing

This feature is used to adjust your printer for printing checks correctly in Simplicity.

1. Click **Settings → Check Printing Offset**
2. Adjust the Horizontal and Vertical Offsets to change where on the page the check information is printed. The number of inches offset is also displayed for measuring purposes.
3. Click **Save** to save the offset or click **Save and Test** to print a test page with the adjusted offset.

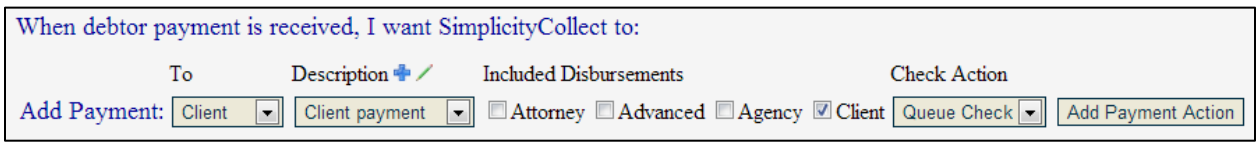




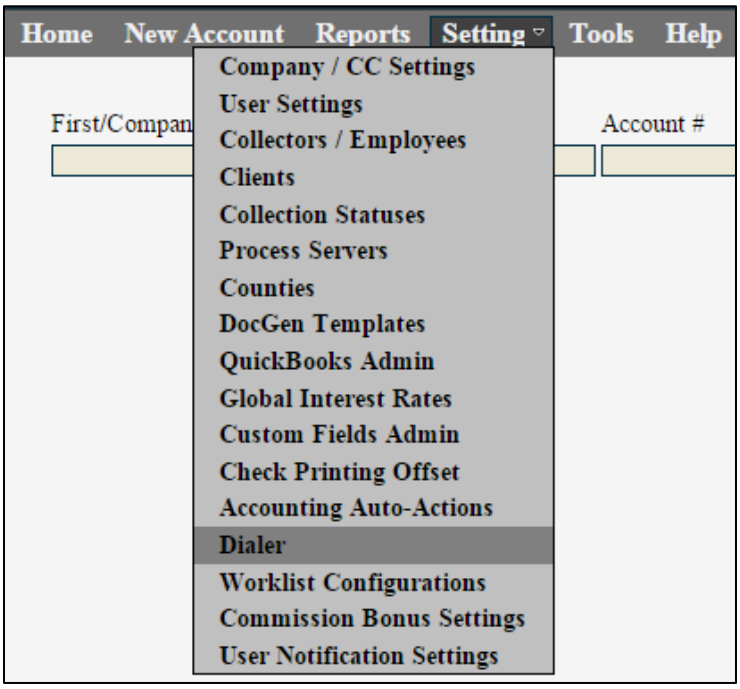
Adding New Auto Actions

This feature of Simplicity allows you the ability to set accounting actions that take place automatically when a debtor makes a payment so that you do not need to manually write out a check to your client every time you accept a payment.

1. Click **Settings→ Accounting Auto-Actions**
2. Next to **Add Payment:**
   - **TO:** Put in the **To** drop down list the check payment that you would like to automatically create. If, for example, you will be writing a check to your client for their disbursement, choose "Client" from the **To** drop down list.
   - **DESCRIPTION:** You can add a **Description** that will show on the accounting screen of the account that received the payment. One example could be "Client Payment."
   - **INCLUDED DISBURSEMENTS:** Check the boxes for disbursement amounts that should be included on the check. This includes: Attorney, Advanced, Agency, Client.
   - **CHECK ACTION:** Under **Check Action** select to **queue check** if you would like the check to automatically queue for printing.
3. Click **Add Payment Action**.



4. If your check is to be made out to the client you can click **Submit** in the box that pops up. If you will not be writing the check to your client you can select "Misc" from the list and specify where you would like the check written to.



Using a Dialer in Simplicity

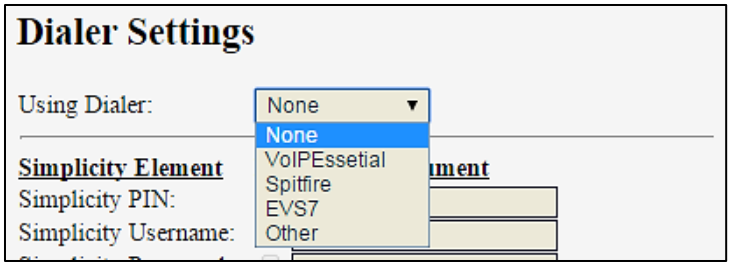
SimplicityCollect provides you the ultimate flexibility for dialer integration. Because there are hundreds of different dialer programs on the market, SimplicityCollect provides you the option to use almost any available dialer. To easily export data for your dialer, click on **Tools → Account Exporter** followed by **Export Phones.** This will generate a .csv file that can then be easily loaded into your dialer program. This will display a list of all the debtor's home and cell phones and their current status.

For more advanced dialer integrations, you can go to **Settings → Dialer.** We will explain some of these features below.

URL Posting or "Screen Pop" with a Dialer

If your dialer supports URL posting—this is where you have an account pulled up automatically and the call notated—you can generate the code the dialer needs by going to **Settings → Dialer.**

Where it says **Using Dialer** we have a drop down list with selectable "presets". If your dialer is not listed, simply choose **Other** from the list.



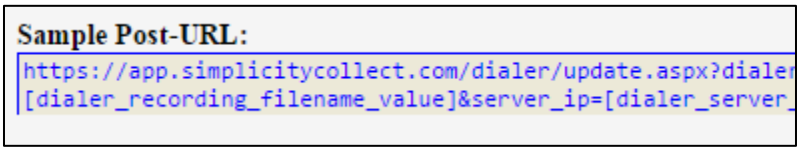
For our example, we'll go ahead and use **VoIPEssetial.**

Once we choose this from the drop down menu, a list of presets appears in the **Dialer Post Argument** column. These are used by the dialer to find, locate, and notate a "Popped" account.

At the very bottom of the page is a **Sample Post-URL** link. This link is a culmination of the fields in the **Dialer Post Argument** column. Dialers who have a "screen popping" feature need this URL copy/pasted into its settings in order to display your Simplicity accounts.

Because of how different *every* dialer is, we do not have exact steps for where you place this in the dialer program. We recommend checking with your dialer's technical support for more specifics.

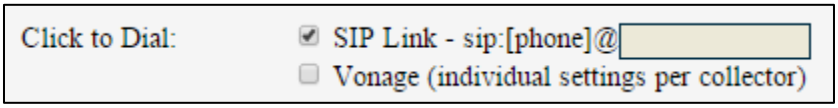
Once you have set up the **Sample Post-URL**, make sure to click the **Save Settings** button.



Click to Dial with SIP

If your dialer has a SIP address we can link to, you can enter that SIP address via **Settings → Dialer** under the **Click to Dial** section. This will automatically create a phone icon for each debtor phone number on the **Claim Details page**. Clicking this icon will launch a call to your dialer automatically.

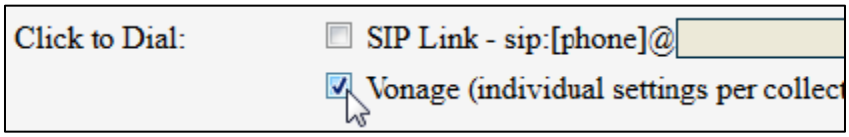
1. Check the box next to "SIP Link – sip:[phone]@_____" .
2. Enter your SIP address in the box provided.
3. Click the **Save Settings** button to finalize your changes.



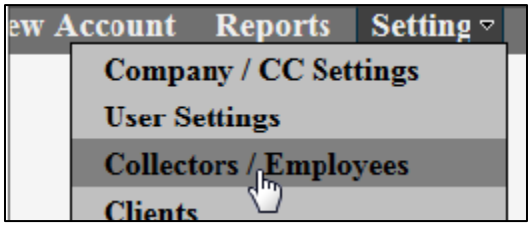
Click to Dial with Vonage

If you would like to use the **Click to Dial** feature but with Vonage instead, navigate to **Settings → Dialer.** Then follow these additional steps:

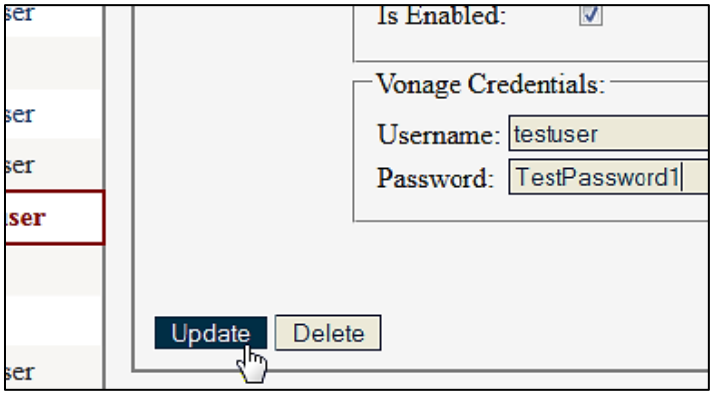
1. Under the **Click to Dial** section, select Vonage and click the **Save Settings** button.



2. Next navigate to **Settings → Collectors / Employees.**

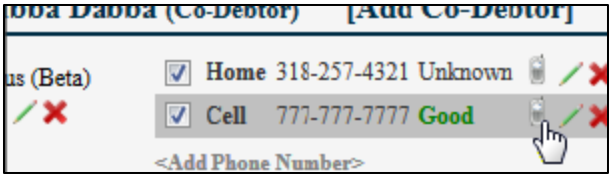


3. In the **Vonage Credentials** settings box, type in the username and password and click on the **Update** button.



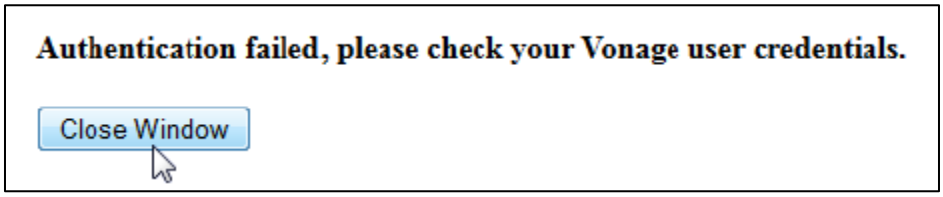
4. Now the user you just configured **MUST** log out of SimplicityCollect and then log back in.

5. Once that user logs in and pulls up an account, there will be a phone icon next to each debtor phone number:



6. Clicking on this small phone icon will open a new window and attempt to access Vonage's API for an outbound call. If the API call is successful, the window will automatically close and you will be back on the Simplicity account page, and your phone will ring. Once you pick up, it will dial out to the phone number for the debtor.

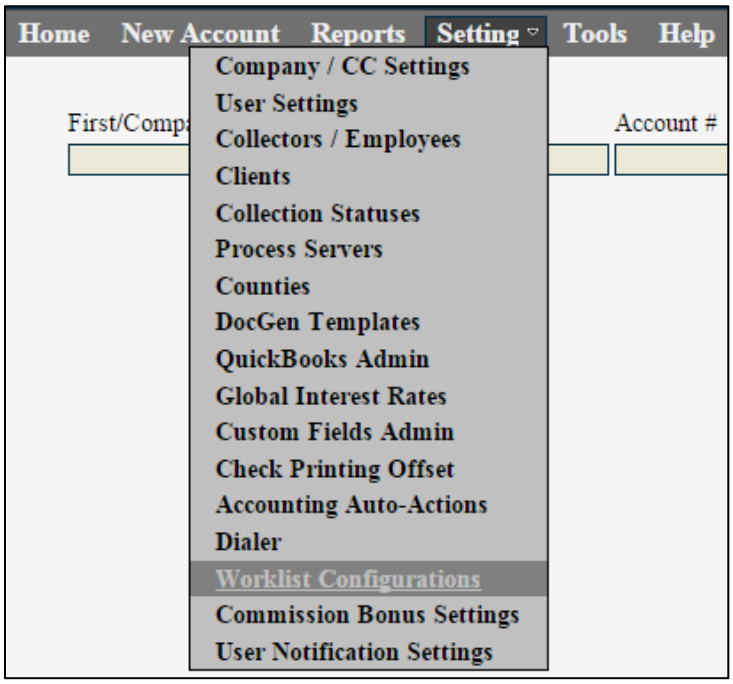
7. If there is an error, the page will stay open and report the error. To close the window after reviewing the error, you can click the **Close Window** button. For example:



8. If a user's Vonage credentials are modified, that user will need to log out and then log back in to Simplicity before the changes will take effect.

Information about T-Max Dialer

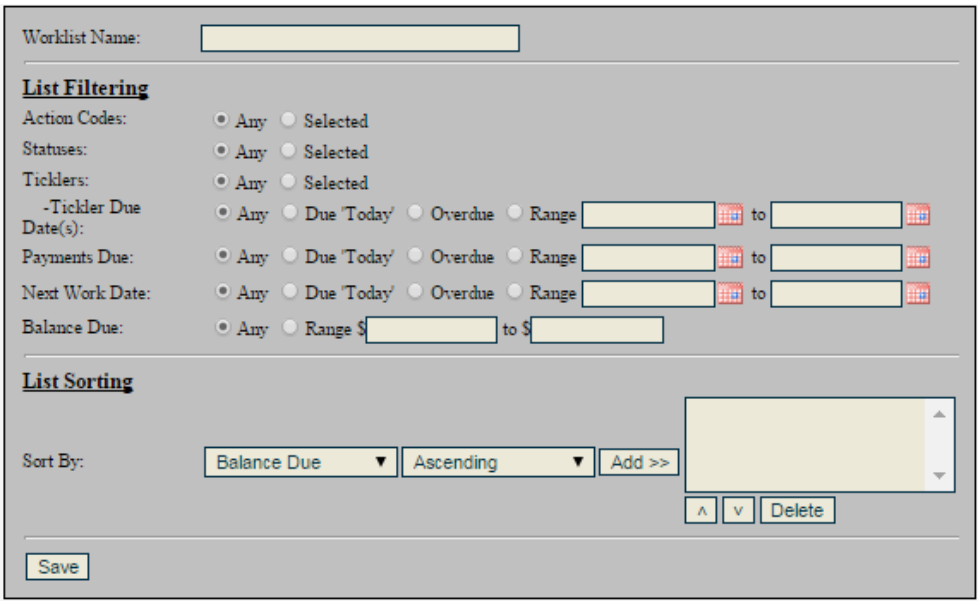
For information regarding integration with T-Max dialer please refer to the following helpful link: http://tmaxdialer.com/dial/help-links/ .Simply click on the **Knowledgebase** link and type "simplicity" in the search box. T-Max's system is a manual pop (not an automatic pop) system because a) it uses less resources and b) not every call needs to be popped.



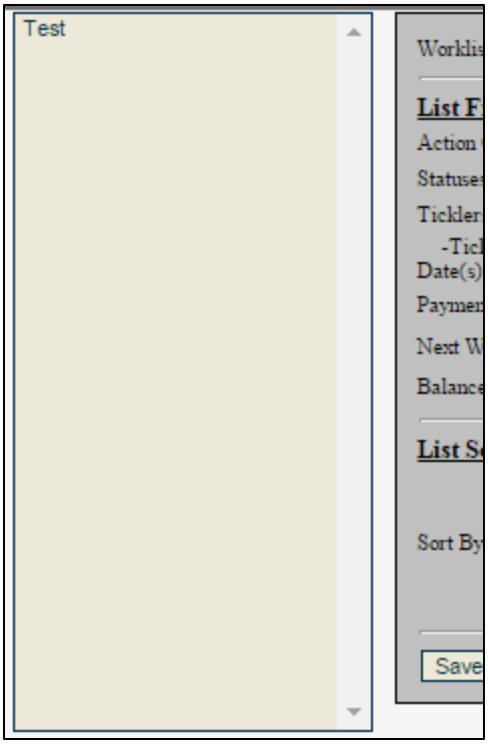
Create a New Worklist

If you find yourself executing the same filter time and time again, or in need of a consistent filter queue, you may want to look at setting up a worklist. Worklists were designed to provide filtered search results easily. The worklists may be set up once and then used repeatedly for searching specific accounts.

1. Go to **Settings → Worklist Configurations**. You should see a screen that looks similar to the following:


Worklist Name:
List Filtering
Action Codes: Any Selected
Statuses: Any Selected
Ticklers: Any Selected
-Tickler Due Date(s): Any Due 'Today' Overdue Range to
Payments Due: Any Due 'Today' Overdue Range to
Next Work Date: Any Due 'Today' Overdue Range to
Balance Due: Any Range $ to $
List Sorting
Sort By: Balance Due Ascending Add >>
Delete
Save

2. Give you worklist a **Worklist Name** on the top section of the gray box.
3. Choose any combination of filters that you would like to apply to your search.
4. Select how you would like the accounts sorted. You can select a primary sort option, and secondary sort options. So if you choose to sort by “balance due” in descending order. Then Tickler due date in ascending order the accounts will first sort by balance due, then within that sort if there are several with the same balance due the older tickler due date will appear first.
5. Click the **Save** button to save this worklist to the list on the left side of the page. An example can be seen here:



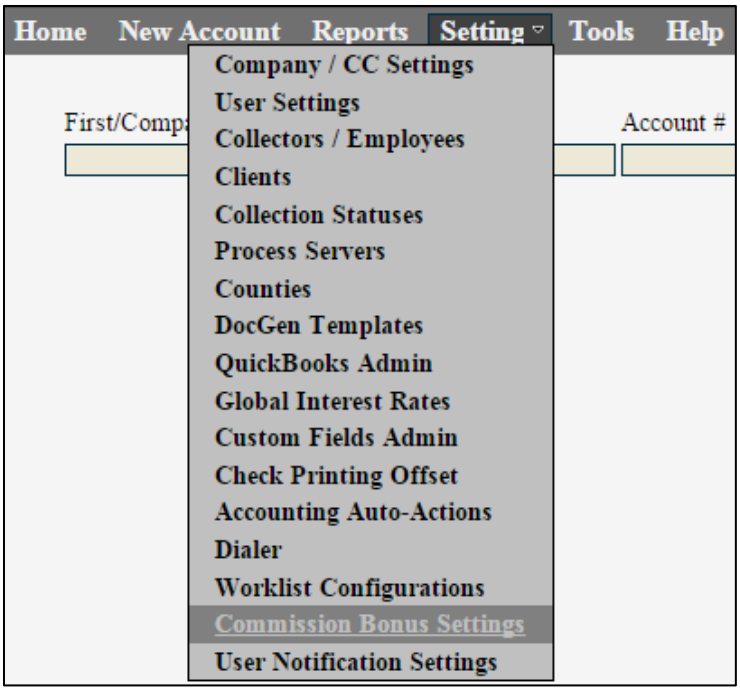
Editing and Deleting a Worklist

If there is a worklist that does not provide enough substance, you can edit and delete them.

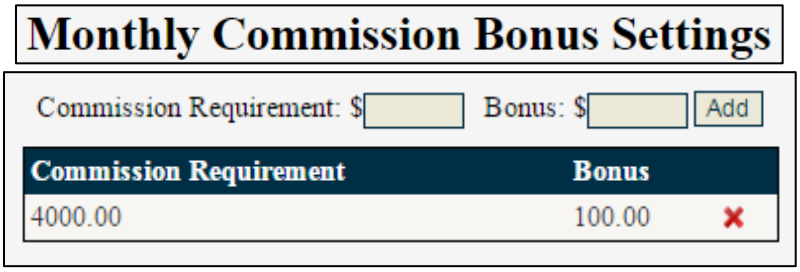
1. Got to **Setting → Worklist Configurations**.
2. Select the worklist from the list on the left side of the screen by clicking on it.
3. This specific worklist’s settings will display in the gray box on the right.
4. You can make any changes that you would like to the worklist and click **Save**, or click **Delete** to remove the worklist from the list on the left.

*You can also view the list of accounts that would apply to the selected criteria and export the list of accounts that apply to the selected criteria by clicking on the **View List** or **Export List** buttons.*

Commission Bonus Settings



In addition to setting up a commission rate for your collectors under **Setting → Collectors / Employees**, you can also give them a bonus for meeting certain monetary goals.



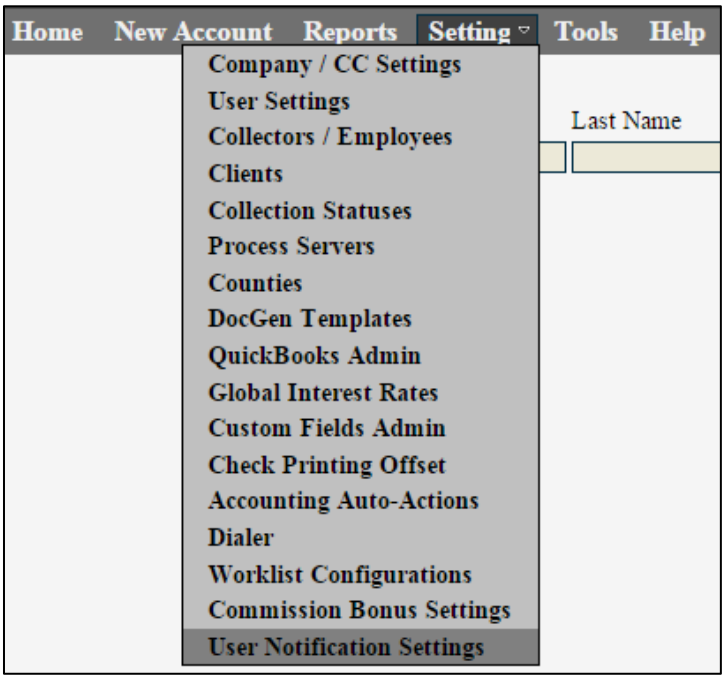
Adding a Bonus

To start, simply type in the **Commission Requirement** that will trigger the bonus amount. In this example, once a collector has received $4000 in commissions they will get an additional $100.

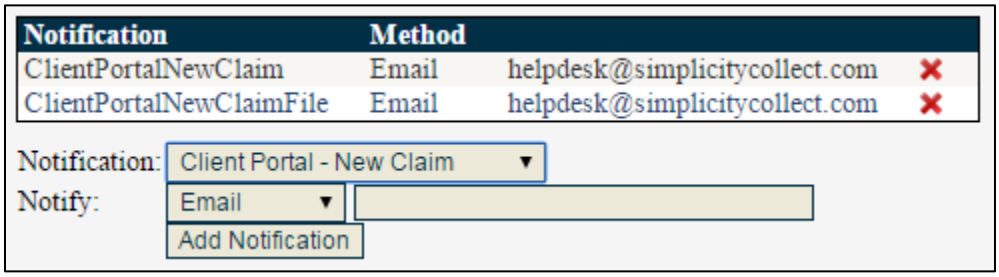
To view commissions for a given month, go to **Reports → Quick Reports**, and select the **Collector Performance** report. There will be a column for **Commission** earned during the timeframe selected, and a column for **Bonus** money gained on top of that.

This report will ONLY show bonuses gained at the end of the month. Make sure to set the date range to run through the end of the month, or for the last month. This is due to how the report was programmed for the agency who requested it to be built.

User Notification Settings



In regards to the **Client Portal**, you can set up Simplicity to notify you when a Client enters a new claim into your database, or sends you a new file/portfolio to import.



To Create a Notification

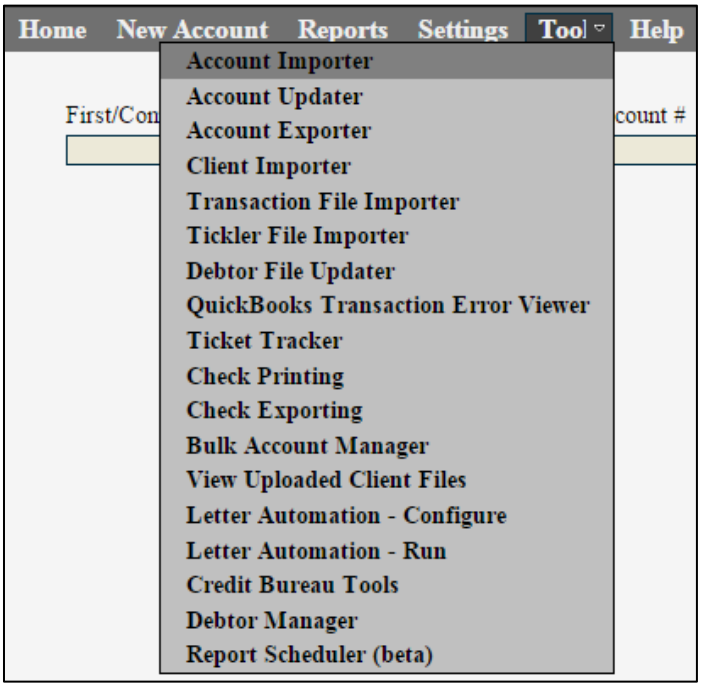
1. Go to **Settings → User Notification Settings.**
2. Choose the Notification type, either:
    - **Client Portal – New Claim** – when a new claim is added to your database.
    - **Client Portal – New Claim File** – when a new file/portfolio is sent to you.
        1. Retrieve files on Simplicity under **Tools → View Uploaded Client Files.**
3. Fill in the email you want the notification to be sent to.
4. Click the **Add Notification** button.

To Delete a Notification

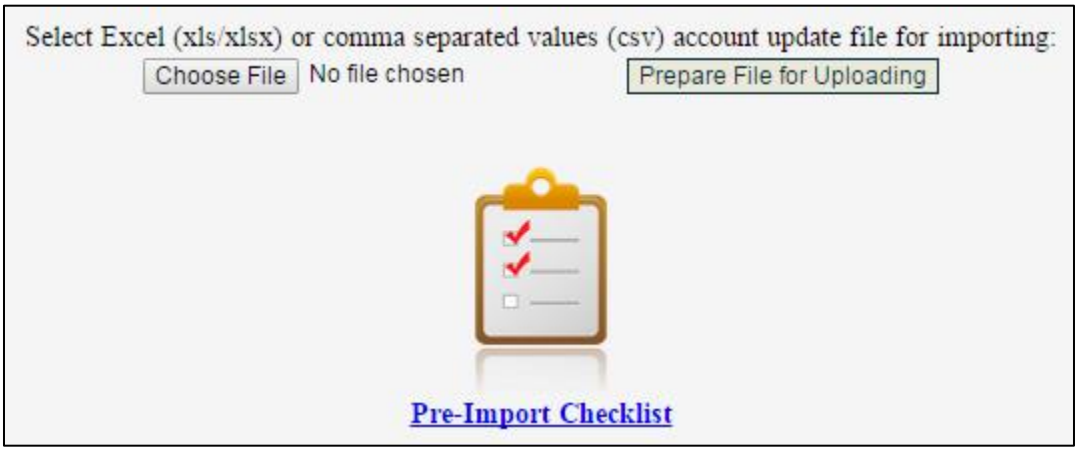
You can delete a notification by clicking the red ✖ symbol next to the listed options, then click “OK”.

Tools

Account Importer



The **Account Importer** tool is the perfect tool when you have a large spreadsheet of accounts to add into SimplicityCollect. This tool allows you to add accounts in bulk, rather than one at a time. When you first access the tool, you will see the following:


Select Excel (xls/xlsx) or comma separated values (csv) account update file for importing:
Choose File
No file chosen
Prepare File for Uploading
Pre-Import Checklist

Clicking on either the blue hyperlink **Pre-Import checklist** or the clipboard picture will open the pre-import checklist in a new window. You can save and/or print this list for your convenience.

Prior to importing accounts into Simplicity, please take time to clean the import file by following the Pre-Import Checklist, making changes to your file as needed. Remember you are responsible for what

goes into the system. If your spreadsheet is not properly formatted and cleaned per the pre-import checklist, the results of the import will be unreliable.

Pre-Import Checklist

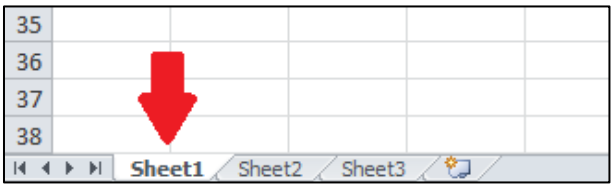
1. FILE TYPE: Must be an Excel (.xls or .xlsx) OR Comma Separated Value (.csv) file.

Good

Bad

---

2. EXCEL SHEET NAME: With .xlsx or .xls files, the sheet name (located in the bottom left hand corner), must be spelled exactly as: Sheet1 (Only the sheet named: Sheet1 can be imported.) *Files that are .csv are exempt from this step.*



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3. REQUIRED COLUMNS: Your spreadsheet must contain columns that have data which corresponds with: (1) "Client Name", (2) "Debtor First Name" & (3) "Debtor Last Name" for CONSUMER accounts OR (1) "Client Name", (2) "Debtor Company Name" for COMMERCIAL accounts. *If you forget to add a Client Name column to your spreadsheet before you begin the mapping section, you won't be able to save your mapping.*

Required spreadsheet fields for ***Consumer*** debt:	**Required** spreadsheet fields for ***Commercial*** debt:
• **Debtor First Name** • **Debtor Last Name** • **Client Name**	• **Debtor Company Name** • **Client Name**

---

4. For consumer accounts the debtors name must be in two separate fields (E.x. "Debtor First Name" and "Debtor Last Name")

Good

	A	B
1	Debtor First Name	Debtor Last Name
2	John	Doe
3		

Bad

B
Debtor Name
Doe, John
Philip - Smith
Albert Johnson

---

5. Make sure all "Required" columns (aka columns you will map) have relevant data in each row. Look down each column that contains required data in order to verify that the data is a) present and b) correct. Delete columns which are blank and/or not relevant to your business.

Good

	A	B
1	Debtor First Name	Debtor Last Name
2	John	Doe
3	Philip	Smith
4	Albert	Johnson

Bad

	A	B
1	Debtor First Name	Debtor Last Name
2	John	Doe
3		Smith
4	Albert	

---

6. IMPORTING ACCOUNTS TO PRE-EXISTING CLIENTS: In order to import accounts to a pre-existing client, the clients name in the file must be identical to the Clients "Short Name" in Client Settings. It is case sensitive. ("Short Name" can be found by clicking **Settings** > **Clients** > and choosing the desired client from the list.)

---

7. EXTRANEOUS SYMBOLS: Dollar sign ($), percentage (%), colon (:), hyphen (-), or apostrophe (‘). If they are not required to understand the data, they should be removed from the file. Hyphens in phone numbers and SSNs are allowed, as are slashes in dates.

---

8. If there is a column for the debtor's State, make sure it is formatted as a correct abbreviation.

---

9. If there is a column for the debtor's Social Security Number (SSN) double-check to make sure there are no "placeholder" numbers (E.x. 000-00-0000). It is very important to remove these, otherwise you may lose debtor information. NOTE: Some features in Simplicity require a correct SSN to use. If they are not included in your file consider looking into obtaining these.

---

10. CALCULATING INTEREST: To calculate interest the spreadsheet must contain **ALL THREE** of the following data: "Claim Amount," "Interest Rate," and "Claim Interest Start Date." Each field must have a valid numeric value. Claim amount and claim interest rate fields must contain numeric values. If no value is present, a "0" value must be added.

G	H	I
Claim Amount	Interest Rate	Interest Start Date
300	8	12/14/2010

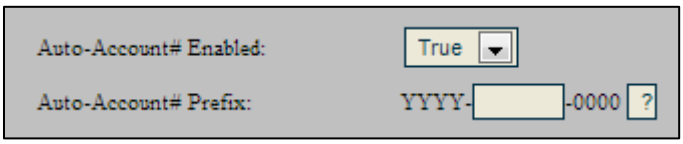
---

11. Make interest rates into percentages. (I.e: 15.25% should be = 15.25 [Not 0.1525]) *If the interest rate column is being imported, it must contain a number, it cannot be left empty or NULL. It should be 0 if no interest is being charged.*

Good	Bad	Bad
H	H	H
Interest Rate	Interest Rate	Interest Rate
8	0.08	

---

12. If nothing is mapped to the field Account Number, one will be automatically generated. (For more on auto account numbers, please go to **Settings > Clients** > select a client from the list on the left, and view their data to the right.)



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13. CUSTOM FIELDS: For any data stored in your file that does not already have a field in Simplicity, you must create a custom fields prior to attempting to map a spreadsheet. This is done in Settings > Custom Fields Admin. (A list of the stock fields in Simplicity can be found by clicking Help > Importer Help.)

---

14. DATE FORMAT: All dates must be in proper date format (E.x. 12/31/2010). It must be recognized as a date by Excel, if it is not it must be changed to a date format to be importable into Simplicity. Not having ALL dates in the proper format will return an error.

Good

I
Start Date
12/14/2010

Bad

I	J	K
Start Date	Originated	C/O Date
12142010	5 2 2008	682012

---

15. Each column heading in your spreadsheet must be unique. (I.e. You cannot have two column headings each named "Phone". Make duplicate column headings original, E.x. "Debtor Main Phone," "Debtor Phone 2")

Good

N	O
Phone	Phone 2
555-258-6846	555-258-6849

Bad

N	O
Phone	Phone
555-258-6846	555-258-6849

---

16. SECURITY LIMIT: We recommend importing no more than 100,000 accounts at a time with your .xls or .xlsx file. Larger files take longer to import than the server security limit allows, causing an error message to appear.

---

17. ONLY AFTER working carefully through this checklist, you are ready to import your file.

MAKE SURE TO VERIFY YOUR DATA ONCE IT IS IMPORTED!

Don't worry if you make a mistake; after importing your file there will be a **Roll Back** button available for you to undo the imported accounts and debtor profiles.
All importing, data verification, and data mapping is the responsibility of the client.

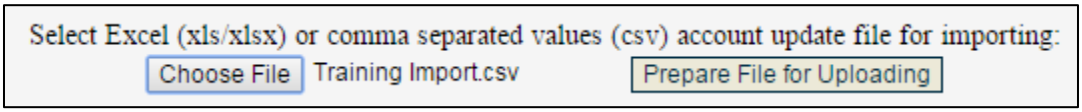
Taking a few minutes to clean your portfolio or account file will save you time so that you are not importing bad data and then trying to fix it later.

Importing Accounts

1. Navigate to **Tools → Account Importer**.

2. After you use the Pre-Import Checklist link to clean your file save this file somewhere you can remember, such as your computer's desktop.

3. Going back to Simplicity in your internet browser, click on **Browse** / **Choose File** to select the clean spreadsheet file that you just saved. Then click **Prepare File for Uploading**.

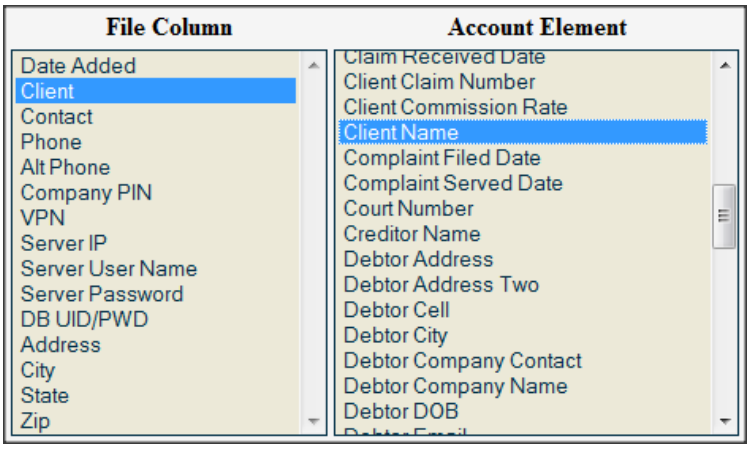

Select Excel (xls/xlsx) or comma separated values (csv) account update file for importing:
Choose File
Training Import.csv
Prepare File for Uploading

4. In the box named Step #2 we will create a new mapping by clicking **Create New File Map**. A mapping is the associations between the names of your columns (the names in the first row of your spreadsheet) and the appropriate fields in Simplicity. If you always receive a specific type of file from a client, the mapping will most likely be the same for that client each time. You can save a mapping with a unique name so that you do not need to always set up the same mapping.

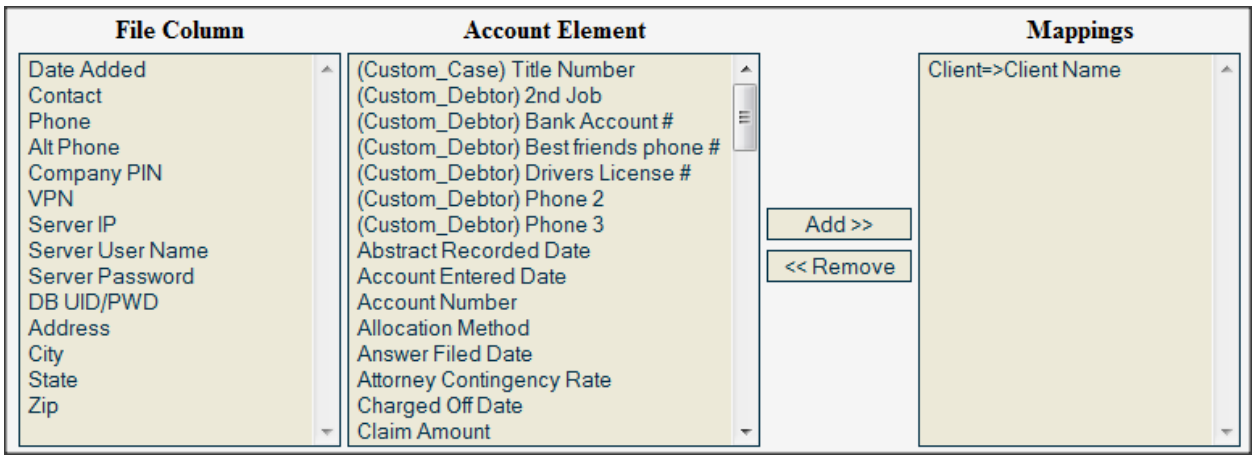
5. The screen will change and you will see a box called **Mapping Name.** Name the mapping with a name that you will differentiate it from other mappings. (e.x. "Client A Data Mapping"). Mappings can be reused in the future.

6. Choose an item under **File Column**. These items refer to the column headings in the spreadsheet file you are importing.

7. Choose the item under **Account Element**. These items refer to fields in SimplicityCollect where you would like your selected files data to show up.



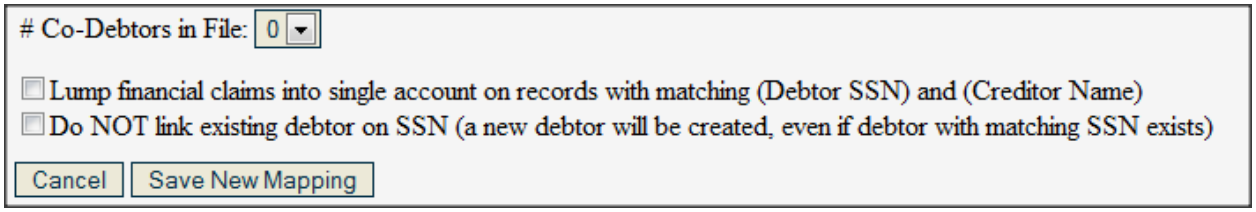
8. Click **Add>>** to add the relationship chosen from the previous two steps above to the "Mappings" list.



Each field you map from File Column and Account Element will disappear from these columns and show up in Mappings. The exception to this is the Account Elements: Debtor Phone, Debtor Cell, and Debtor Fax. You can map multiple (unlimited) File Column fields to these elements.

9. If you need to add Co-Debtor information, select the **# Co-Debtors in File** drop down box and choose how many you would like to add. This will expand the **Account Element** list with more options to choose from.

10. Once you have formed the associations or mappings between your data file (file column) and Simplicity data (account element), choose whether you want the checkboxes on the bottom checked or not.


Co-Debtors in File: 0
Lump financial claims into single account on records with matching (Debtor SSN) and (Creditor Name)
Do NOT link existing debtor on SSN (a new debtor will be created, even if debtor with matching SSN exists)
Cancel
Save New Mapping

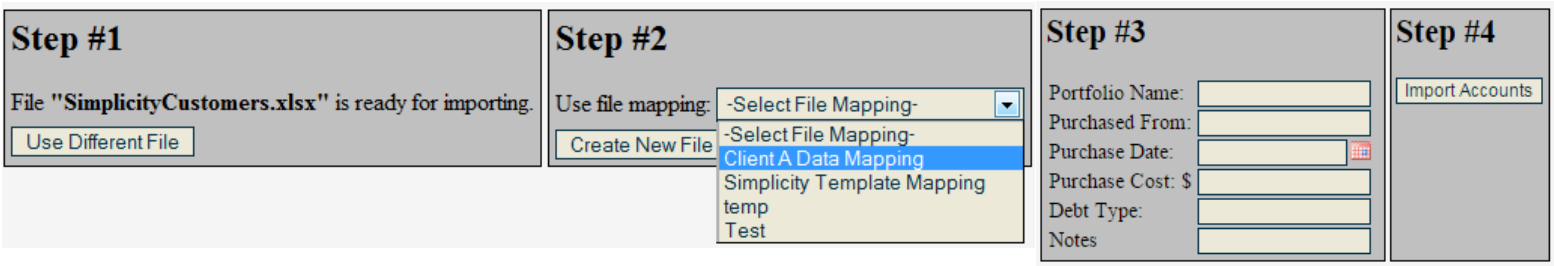
- MOST USED/RECOMMENDED - NO BOX: Without checking either box, Simplicity will import all rows in your spreadsheet with **one** Account Number per **one** row of data. Also, if it finds a debtor's SSN is attached to two different accounts, you'll notice on the **Claim Details** page of each account a blue hyperlink referring to the other accounts the debtor is associated with.

- FIRST BOX: If you check the first box to **Lump financial claims on a single account**, Simplicity will create only one account for debtors that have multiple claims with a single creditor, and combine ALL of the balances into one. The original claim amounts can be viewed individually. This will only work with accounts that have a matching **Creditor Name and Debtor SSN** OR if you import accounts with the same **Account Number**.

- SECOND BOX: If you check the second box to **NOT link existing debtors on SSN**, the blue hyperlink that would normally appear on accounts with the same debtor (explained in the first bullet point) will not be created.

Click **Save New Mapping** to return to the list of 4 steps.

12. Under Step #2 select the map you just created from the drop down list:



13. OPTIONAL: Step #3 provides you the option of entering in a Portfolio Name and information on how much the portfolio was purchased for, the date it was purchased, etc.

14. Finally in step #4 click **Import Accounts**. You will be returned to the original screen, but below you will see your pending import file. When it is complete you will see how many accounts were imported and a hyperlink to the Results of your import.
    - If you see that your accounts did not import properly (or only some did), the downloaded Results file will say in the first column what the problem was. You can use this information to figure out what might have caused the issue, and what account(s) were not imported.

Account Import Requests

File	Mapping	Requested	Status	Since	Info	Download
Training Import.csv	01/16/2015	2/2/2015 7:08:00 PM	PENDING	2/2/2015 7:08:00 PM	Account import is pending...	

15. After importing, verify the new accounts have the correct data in the proper fields, and that it is showing up correctly. You can do this by returning to the **Home** screen and searching/filtering for your new accounts.

16. If your accounts do not look correct, you can use the following options to fix them:
    - Use the **Account Updater** to change information in fields such as Client name, Charge Off Date, Claim Amount, etc. Using the **Account Updater** requires that the **Account Number** or **Client Claim Number** exists on the file.
    - Use the **Debtor File Updater** if your debtor's information such as debtor phone numbers, addresses, employer, or any debtor specific custom fields are not correct. Using the **Debtor Updater** requires that the **Account Number** or **SSN** exists on the file.
    - If no **SSN** or **Account Number** is brought in from your file, you can roll back the import and start fresh. The original mapping you used will still be available to edit.
    - Make sure to update your mapping so this mis-mapping does not occur again.

Most Common Import Errors

"There was a problem reading the Excel File. \'Sheet1$\' is not a valid name. Make sure that it does not include invalid characters or punctuation and that it is not too long." - When you click to prepare file for uploading and you receive this message, you are attempting to import an Excel file but your sheet name is not "Sheet 1." (See step 2 in the Pre-Import Checklist to resolve this error.)

***Account Error – LQ Syntax Error* –** If you are importing phone numbers, double-check to see if any text was accidentally included in the cells. Sometimes a note or a word (like "Disconnected, Not in Service") was entered for the phone field. Simply delete any text you see and try importing again.

***Account Error - Duplicate entry '####' for key 'UniqueCaseNumberIndex'* -** There is already an account with the same account number as the one being imported. You will need to create a new number for the Account Number that does not already exist in the database.

***Account Error - String was not recognized as a valid DateTime*.** - One of the columns that you are trying to import which is mapped to a date field in Simplicity is not written in the proper date time format (12/31/2012). Changing this format and retrying the import with the newly saved file will resolve this issue.

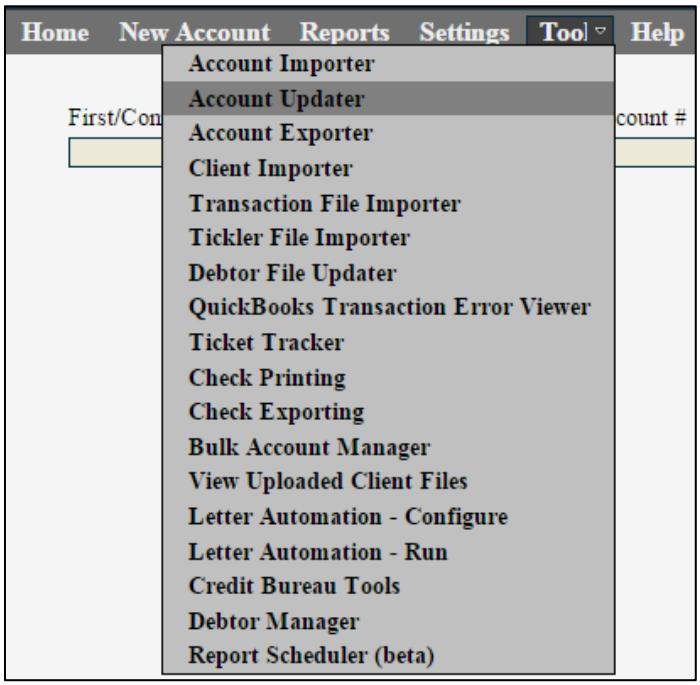
Account Error - The given key was not present in the dictionary. - A column heading it is expecting is not found in the file. Most likely you've changed a column heading name without editing/updating the import mapping. After selecting your file and preparing your file for importing, select the mapping you want to use to import and click "Edit File Map" and then click "Update Mapping."

Debtor Add Error - Data too long for column 'state' at row 1 - The State column contains data over 2 characters long. (E.x. New York). Shorten the state column to only be two letters long. (Example: NY).

Debtor Add Error - Data too long for column 'ssn' at row 1 - The SSN column has data that is longer than 11 characters. (XXX-XX-XXXX)

BAD RECORD - Exception: An item with the same key has already been added. - There are two columns with the same column heading in your import file. Change any duplicate column headings to something original and attempt your import again.

Imported 0 of 0 accounts. Error: There was a problem reading the Excel File. External table is not in the expected format.Import Error: Index was out of range. Must be non-negative and less than the size of the collection. Parameter name: index – This refers to a corrupted Excel file. Manually copy all of your data, paste it into a brand new Excel workbook, save, and try importing the new file.



The **Account Updater** tool is used to update information that is specific to the account such as Client Claim Number, Original Creditor, or any custom fields within the "Account" section of Simplicity. **It is required to have the Account Number or Client Claim Number of the accounts you will be updating to use this tool,** otherwise you are only left with the option of updating the accounts manually.

Updating Accounts using the Account Updater

Sometime you may need to update information on your accounts. The account Updater tool allows you the ability to update accounts once they have already been imported into the system. You can use the existing spreadsheet you used for importing or a new spreadsheet. To use the same import spreadsheet, make any changes to the spreadsheet that you need to make, and then use the **Account Updater Tool** to update the account data in SimplicityCollect. The mapping capabilities of the Account Updater tool work just like the Account Importer tool. To use this tool perform the following:

1. Click **Tools → Account Updater** in the menu bar.
2. Click **Browse... / Choose File**
3. Select the file to be used to update your accounts.
4. This file needs an **Account Number** or **Client Claim Number** that matches the accounts in Simplicity in order to indicate which account to update.
5. Click **Create New File Map**
6. Make an association between the **Account Number** in your file and the **Account/Claim Number** field in Simplicity, OR between the **Client Claim Number** in your file and the **Client Claim**

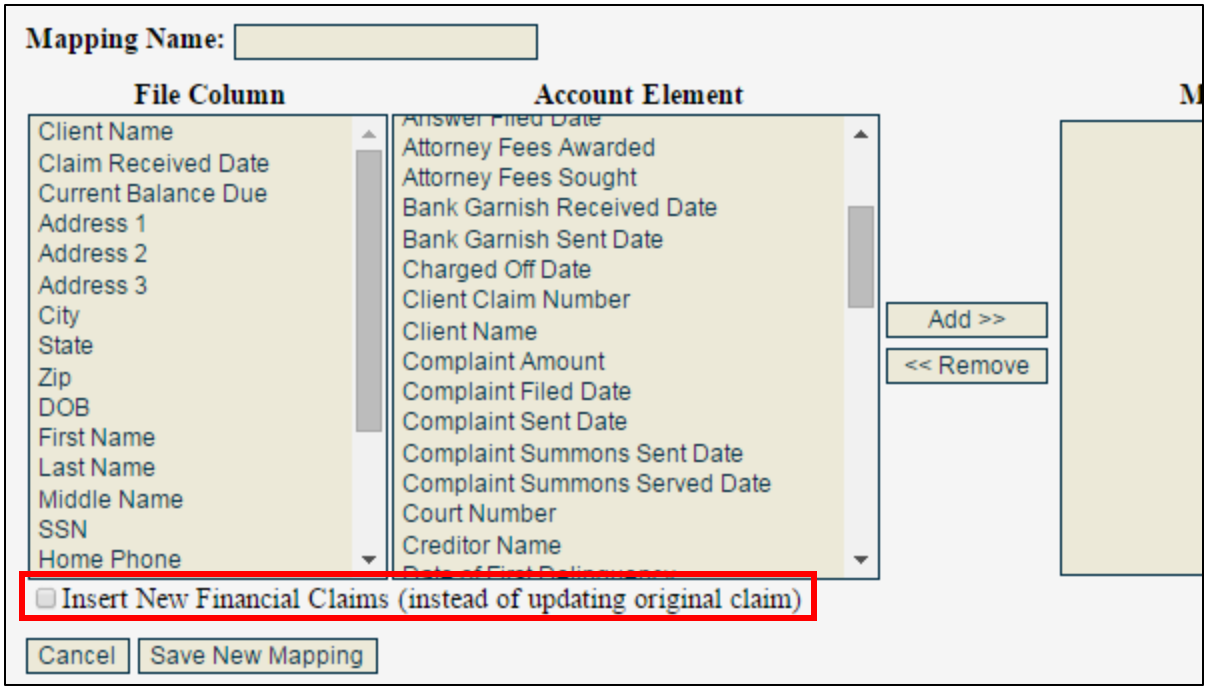
Number field in Simplicity. NOTE: You don't have to map both unless you're updating the Client Claim Number specifically.

7. Match up other columns from your file to the appropriate fields in Simplicity in order to update the information in those fields with the data coming from the file.
8. If no information is present in the cells of the file it will not make a change to the data as it appears in Simplicity. Also, it only updates the fields you make associations to in this mapping process.
9. Give this mapping a name.
10. Click **Save**.
11. Choose the mapping from the drop down list under Step #2.
12. For Step #3, click **Update Accounts**.
13. If you see that your accounts did not update properly (or only some did), the downloaded Results file will say in the first column what the problem was. You can use this information to figure out what might have caused the issue, and what account(s) were not updated.
    - Fix the mapping that you had used to update these accounts and preform the update process again to take care of any issues.

Updating Claim Amount vs. Adding a New Claim Amount

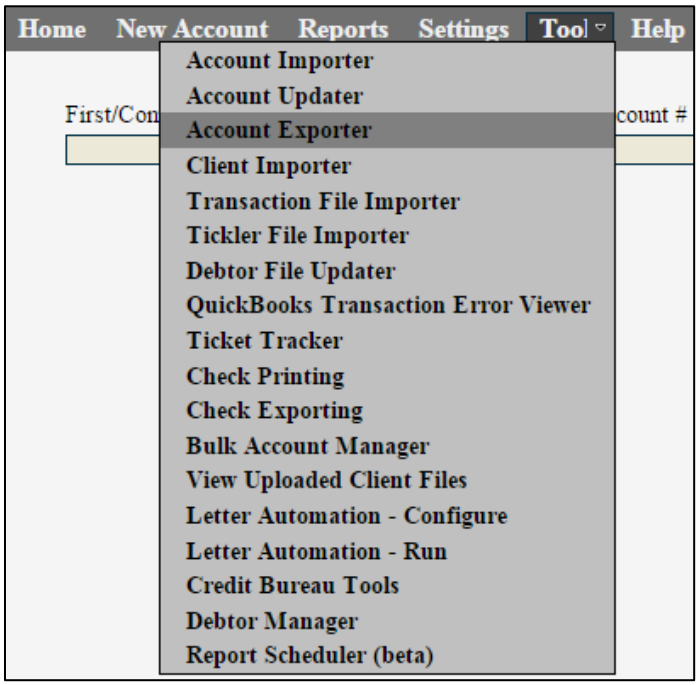
During the mapping process you will see a checkbox under File Column. If you are using this tool to update an existing **Claim Amount,** leave this unchecked. The original claim will be updated to the new numbers in your spreadsheet.

If you would like to add a new **Claim Amount** to all of the accounts listed in your spreadsheet, you can check this box instead. This will keep the original claim on all your accounts and then add your spreadsheet's secondary claim, combining the two as your **Current Balance Due**. Each claim can still be viewed individually on an account by going to **Financials → Claims**.



The data you get out of SimplicityCollect is only as good as the data that you put into SimplicityCollect. Make sure that you Import the correct data to save yourself work later.

Account Exporter



Using the Account Exporter

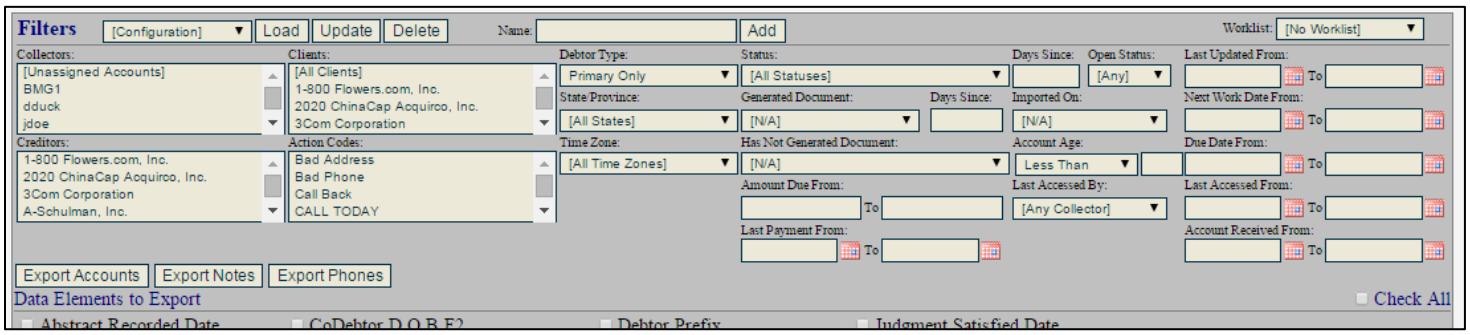
Sometimes there comes a time when you will need an export of your data from the system. This can be for several reasons:

- Sending debtor data to be skip traced
- Private company data backup
- Sorting and analyzing data in Excel
- For import into dialer software
- Creating custom reports

Exporting data does NOT remove or delete any data from the system.

Exporting General Data

1. Click on **Tools →Account Exporter.**
2. In the box with the various filters (collector, client, status, claim received date range, etc.) select filters for the data that you want exported. For example, if you want to analyze the accounts of a certain client, select this client from the filter list. Leaving the filters at their defaults would mean that you want to export data on *all* accounts.



3. Under **Data Elements to Export** put a check mark next to each of the data elements (fields) that you want to export the data from. There is a **Check All** box at the top right hand side of the Data Export area. Exporting all the data would make a spreadsheet with columns for each of the data boxes that you put a mark in. It is therefore suggested that you only check boxes that are important to you. You can still use the 'Check All' box to select all of the data elements and then deselect the boxes for fields you don't want.
4. Click on the "**Export Accounts**" button in the filter box. This will start a download of the file to your computer. Follow your internet browsers instructions for how to download.

Exporting Notes

1. Click on **Tools →Account Exporter.**
2. In the box with the various filters (collector, client, status, claim received date range, etc.) select filters for the data that you want exported.
3. Click on **"Export Notes".**
4. The generated .csv file will include some basic information automatically. You do not have to select any of the data elements for these to appear. The columns will include: Account Number, Client Claim Number, Note Type, Note, and Note Date.

A	B	C	D	E
account_number	client_claim_number	note_type	note	note_date
2015-0001	BMG Financial	Account	Called debtor, no answer, left message	12/23/2014

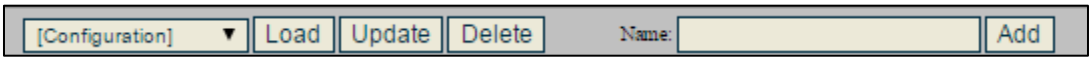
Exporting Phone Numbers

1. Click on **Tools →Account Exporter.**
2. In the box with the various filters (collector, client, status, claim received date range, etc.) select filters for the data that you want exported.
3. Click on **"Export Phones".**
4. The generated .csv file will include some basic information automatically. You do not have to select any of the data elements for these to appear. The columns will include: Account Number, Client Claim Number and the Debtor's Name, followed by a list of all the Phones for that debtor, their Type (Home, Cell) and their Status (Good, Bad).

A	B	C	D	E	F	G
account_numbe	client_claim_nu	debtor_name	phone_1	phone_1_type	phone_1_status	phone_2
2015-0153		Jones, Berry	(456) 789-0123	Home	Good	1234567
2015-0154		Duck, Donald	(354) 678-9013	Home	Good	(456) 789-01

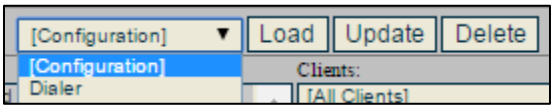
Setting a Configuration

If you use the same data elements and filters often, you can save the settings as a **Configuration**. This is located at the top of the **Account Exporter** screen right above the filter options.



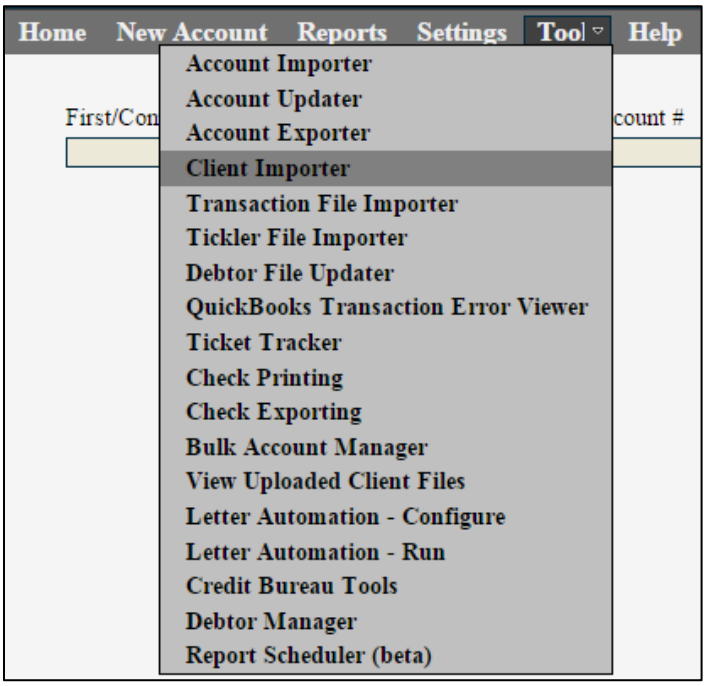
1. Enter all of your settings (filters and data elements) as you want them normally
2. Before clicking **Export Accounts,** go up to the data entry box called **Name:** and enter a name for the Configuration you would like to save.

3. Click the **Add** button to the right.
4. This Configuration will now appear in the list on the upper left hand side of the screen.
5. To load a former Configuration, select it from the drop-down list and then click the **Load** button.
    - When you have a Configuration selected from this list, you can use the **Load** button to load it, the **Update** button to update it (if you make any changes to the filters and/or data elements below) or the **Delete** button to remove it completely.



6. The Configuration settings will now automatically populate in a) the **Filters** area and b) the **Data Elements** area.
7. Click **Export Accounts** to view the .csv document.

Client Importer



The **Client Importer** tool is useful for when you have a large spreadsheet of Client information you would like to add into Simplicity. Instead of typing out each one by one via **Settings →Clients**, you can use this tool to add them all in bulk.

The mapping capabilities of the Client Importer tool work just like the Account Importer tool. To use this tool perform the following:

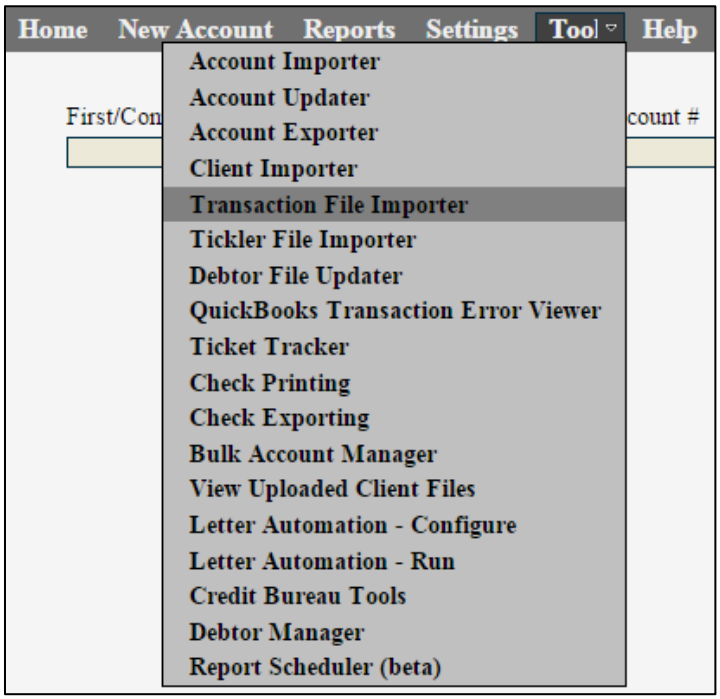
1. Click **Tools → Client Importer** in the menu bar.
2. Click **Browse... / Choose File**
3. Select the file to be used to update your accounts.
4. Select **Prepare File for Uploading.**
5. In Step #2, click the **Create New File Map** button.
6. Give your mapping a name at the top of the screen.
7. Using the File Column and Account Element lists, map together the available fields by selecting an item from each list, then click the **Add >>** button.
8. Once everything is mapped successfully, click the **Save New Mapping** button.
9. Choose the mapping from the drop down list under Step #2.
10. For Step #3, click **Import Clients**.
11. If you see that your Clients did not import properly (or only some did), the downloaded Results file will say in the first column what the problem was. You can use this information to figure out what might have caused the issue, and what Client(s) were not imported.

12. Fix the mapping that you had used to import these Clients and preform the import process again to take care of any issues.

Available Client Account Element Fields

Required	Client Name
Optional	Address
Optional	Address Two
Optional	Cell #
Optional	City
Optional	Client Portal Enabled
Optional	Client Portal Password
Optional	Client Portal Username
Optional	Contact
Optional	Country
Suggested	Default Attorney Contingency
Suggested	Default Commission Rate
Suggested	Default Prejudgment Interest Rate
Optional	Email Address
Optional	Fax
Optional	Full Name
Optional	Max Disc
Optional	Phone #
Optional	Phone # Ext.
Optional	State
Optional	ZIP

Transaction File Importer



Adding transactions one by one to multiple accounts can be frustrating. If you have to import financial transactions into more than one account this can be easily accomplished with the Transaction File Importer tool.

There is NOT a way to delete transactions in bulk once they have been imported. Only one attempt should be made to import transactions. Duplicate attempts to import transactions will create multiple transactions in the financials of the accounts. If an attempt to import transactions returns results that indicate not all of the transactions have been imported, DOWNLOAD the results and forward a copy of them to SimplicityCollect Support before proceeding.

Using the Transaction Importer

Make sure that your file has all of these columns with corresponding data in each row:

- Account Number
- Client Claim number *(optional if you have the account number)*
- Transaction Description (e.x. Payment - Check **or** Collection Fee) (Note: Collection Fee is a custom transaction description found generated under **Financials→Advanced**). Transaction descriptions should match those descriptions found under **Financials → Advanced** in your Simplicity software.
- Transaction Type (e.x. Cost, Payment, Client Payment, Netted Payment, Fee).
- Transaction Amount (e.x. 25.00)
- Transaction Date (in date format 12/31/2012)

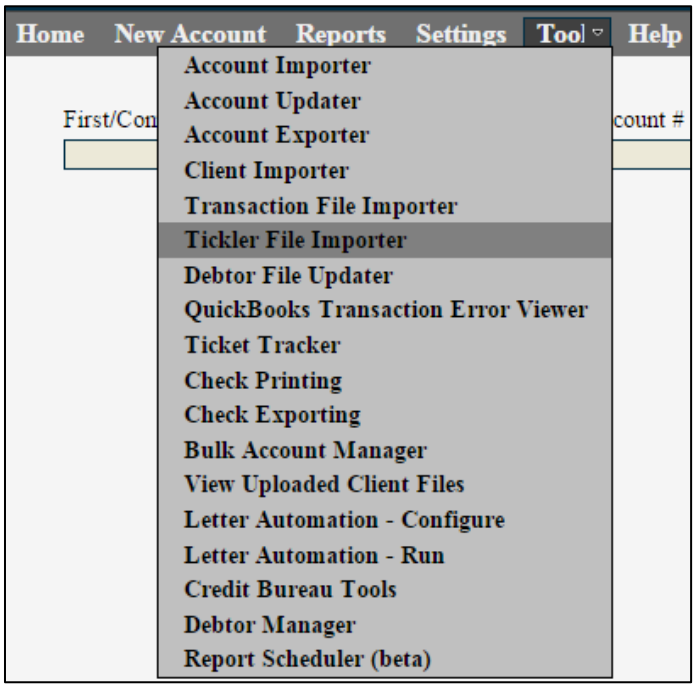
A	B	C	D	E	F	G
Account Number	**Client Claim Number (optional)**	**Transaction Description**	**Transaction Type**	**Transaction Amount**	**Transaction Date**	**Transaction Note (optional)**
000-test-000	123456	Payment - Check	Payment	$200.00	1/1/2010	Note goes here
111-test-111	678901	Service Fee	Cost	$25.00	10/20/2014	Note goes here

Importing the transaction file:

1. Click on **Tools →Transaction File Importer**.
2. Select the file you prepared with the transaction information from your computer.
3. Click **Prepare File for Uploading**.
4. For the first time that you import you will need to create a new mapping. Otherwise you can select a previously created map.
5. Click on **Create New File Map**.
6. Match the corresponding columns from your Excel or .csv file to the appropriate transaction element. (e.x. If your file has a column named Account Num you would click on this wording in the left most box, then click on Account Number in the middle box.) Between each association that you are creating click on **Add>>**. The association will then move to the Mappings box on the far right.
7. Name the mapping on the top left where it says Mapping Name. Click **Save New Mapping**.
8. Select your desired mapping from the Mapping drop down list, and click **Import Transactions.** You have just imported your transactions.

Always download the results file. This file will inform you as to which transactions were not imported, if any, and will provide an error message for failed import attempts.

Tickler File Importer



Using the Tickler File Importer

If you have ticklers or reminders from an old system, you can use the **Tickler File Importer** tool to bring those ticklers into Simplicity.

Make sure that your file has all of these columns with corresponding data in each row:

- REQUIRED: Account Number
- REQUIRED: Assigned To (Simplicity username)
- Due Date/Time (in date format 12/31/2012)
- REQUIRED: Tickler Description
- Tickler Notes
- Completion Date (In date format 12/31/2012) *(If importing completed ticklers)*

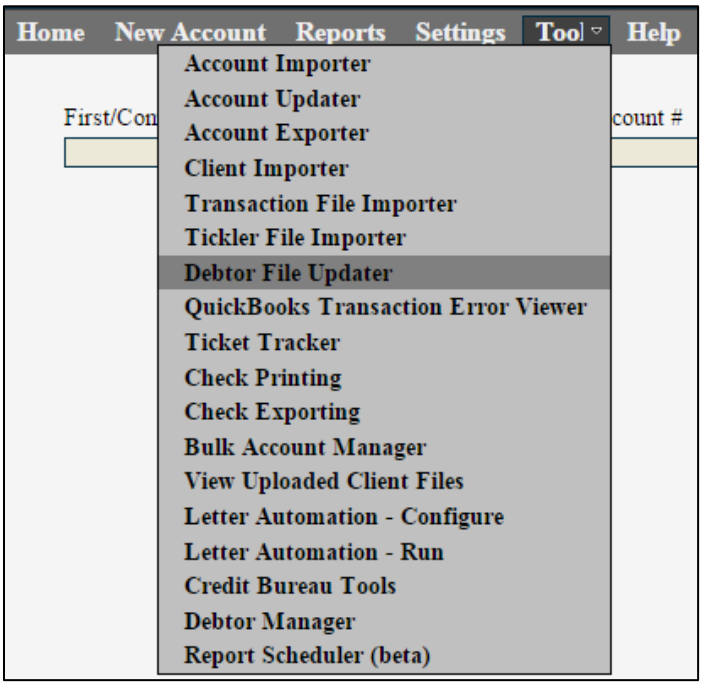
Importing the prepped file:

1. Click on **Tools →Tickler File Importer**.
2. Select the file you prepared with the tickler information from your computer.
3. Click **Prepare File for Uploading**.
4. For the first time that you import you will need to create a new mapping. Otherwise you can select a previously created map.
5. Click on **Create New File Map**.
6. Match the corresponding columns from your Excel or .csv file to the appropriate tickler element. (e.x. If your file has a column named Account Num you would click on this wording in the left most box then click on Account/Claim Number in the middle box.) Between each association

that you are creating click on **Add>>**. The association will then move to the Mappings box on the far right.

7. Name the mapping on the top left where it says Mapping Name. Click **Save New Mapping**.
8. Select your desired mapping from the Mapping drop down list, and click **Import Ticklers.** You have just imported your ticklers.
9. A pop up will appear letting you know how many Ticklers were successfully imported. Click **OK.**
10. If you need to, you can select **Click Here to Download Results**. This file will inform you as to which ticklers were not imported, if any, and will provide the error message.

Debtor File Updater



Whenever a debtor is entered into SimplicityCollect with a SSN, SimplicityCollect stores all of the debtor's information together based on the social security number. This includes first and last names, the address, phone numbers, employer, and custom fields with a debtor location.

Every time the SSN is used in SimplicityCollect, the original data associated with that debtor will show on the screen. If the debtor information has changed or been added to (perhaps on a new spreadsheet you received from a Client), you can use the **Debtor File Updater** tool to change the data that appears in Simplicity pertaining to the debtor on an account.

It is required to have the Account Number, Client Claim Number or the debtor's SSN to use this tool otherwise you are only left with the option of updating the debtor's information manually from within their account.

Deleting an account import and re-importing those accounts will NOT override the information that is already associated with the debtor in the system.

Updating Debtor Information

You must have a file in .csv,.xls, or .xlsx format which contains the SSN and the correct information.

1. Click **Tools → Debtor File Updater**
2. Click **Browse... / Choose File**
3. Select the file from your computer that has the debtor's correct information.

4. Click **Prepare File for Uploading.**
5. Click **Create New Map**
6. Make an association between either the:
    - SSN in the file and the SSN field in Simplicity, OR
    - Account Number in the file and the Account/Claim Number field in Simplicity, OR
    - Client Claim Number in the file and the Client Claim Number field in Simplicity.
7. Associate any other data from your file to fields in Simplicity that you would like to update in Simplicity. (ex. If you want to update the phone number, associate the phone number from your file under **File Column** with the "Debtor Phone" under **Debtor Element**.)

*If you're specifically wanting to update the existing addresses of the debtors in your file, make sure to check the box in the mapping section called: "*Update Primary Address (instead of adding a new one)".

8. Give you mapping a name
9. Click **Save New Mapping**.
10. Choose the mapping from the drop down list in Step #2.
11. In Step #3, click **Update Debtors.**
12. Your debtors are now updated. You can review the results file for any debtors that could not be updated successfully and why.

The data you get out of SimplicityCollect is only as good as the data that you put in. Make sure that you put the correct and cleaned data into the system to save yourself work later.

Removing Bad Phone Numbers from Debtors

Sometimes you will receive a list back from a dialer of bad numbers they found (whether disconnected, wrong numbers, etc.) and you would like to remove these from Simplicity. To remove these, first create a .csv, .xls or .xlsx document of a) the **Account Number** and b) the **Phone** number(s) in question.

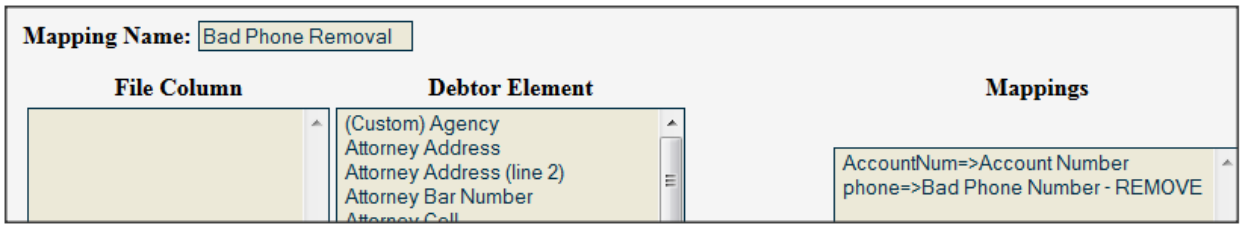
AccountNum	phone
311-070	8882323231

1. Click **Tools → Debtor File Updater**
2. Click **Browse... / Choose**
3. Select the file from your computer that has the debtor's correct information.
4. Click **Prepare File for Uploading.**
5. Click **Create New Map**
6. Give the mapping a **Name** at the top. In our example we put "Bad Phone Removal."
7. Next you want to map your phone column to be removed (select the field from **File Column** and the corresponding **Debtor Element**, *Bad Phone Number – REMOVE*).
8. Map the **Debtor SSN, Account Number** or **Client Claim Number** the same way.

*If you map the **Debtor's SSN,** the tool will ONLY remove the phone number if it is listed under the **Debtor Phone** information or in Debtor custom fields.*

*If you map the **Account Number** or **Client Claim Number** instead, the tool will additionally remove the phone number listed from Account based custom fields **AS WELL AS** Debtor based custom fields **AND Debtor Phone** information.*

On custom fields an exact match is required whereas on the Debtor Phone fields, dashes and parenthesis are stripped out on the search automatically by Simplicity.

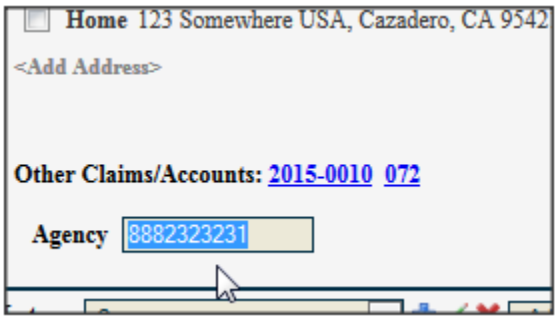


9. Click **Save New Mapping**.
10. Choose the mapping from the drop down list in Step #2.
11. In Step #3, click **Update Debtors.**

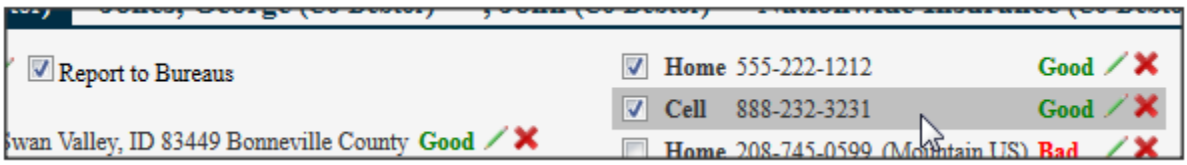
12. Your debtors are now updated. You can review the results file for any debtors that could not be updated successfully and why. Below you will see steps of what exactly occurred on the accounts.

In our example, we have a custom **Account** field "What":

A custom **Debtor** field "Agency":

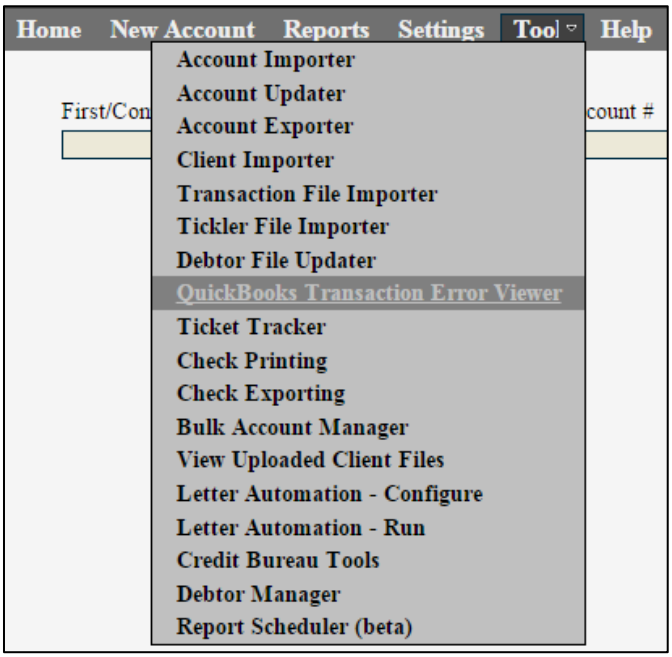


And a **Debtor Phone** number:



Once the **Debtor File Updater** is run in our example, these values are removed and the following account and debtor notes are added:

Note	By	Type	TimeStamp
Custom Field "What" value 8882323231 was removed.		Account	1/22/2015 5:16:31 PM
Phone number 888-232-3231 deleted. Phone number 208-963-9634 set as primary.		Debtor	1/22/2015 5:16:31 PM
Custom Field "Agency " value 8882323231 was removed.		Debtor	1/22/2015 5:16:31 PM



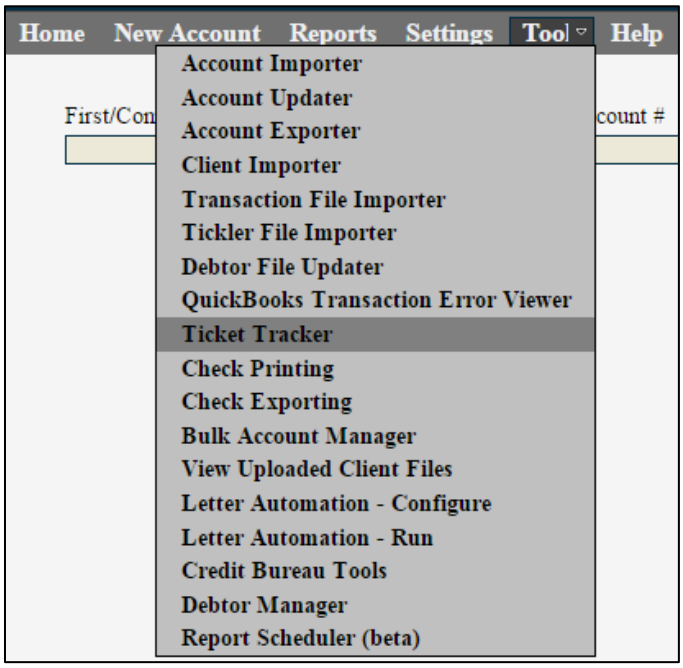
Using the QuickBooks Transaction Error Viewer

Transaction errors will only be available for those who have enabled QuickBooks access and who are currently syncing Simplicity with QuickBooks. There are times when Simplicity encounters errors when trying to sync Simplicity's financial data with QuickBooks, such as when the connection is down.

1. Click **Tools** → **QuickBooks Transaction Error Viewer.**
2. This screen shows erroneous transactions. It shows specific dollar amounts, error codes, and debtor information.
3. Return to the account with the transaction that received the error.
4. Click **Financials**.
5. Under **Transaction Summary** click **[Update Account]** → **Submit Update**
6. If that did not push the transaction through, enter the information manually into QuickBooks.

QuickBooks Transaction Errors

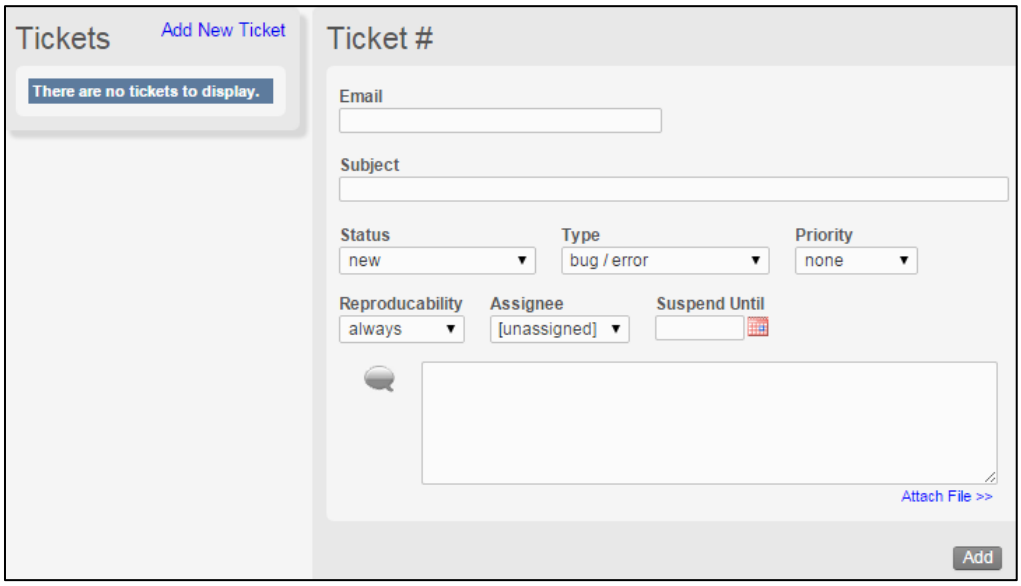
Debtor	Request	Amount	Status Code	Status Severity	Status Message	Date
Doe, Jane	DepositAdd	100.00	3240	Error	Object "8000001E-1354136015" specified in the request cannot be found.	1-18-2013
Doe, Jane	DepositAdd	200.00	3240	Error	Object "8000001E-1354136015" specified in the request cannot be found.	1-18-2013

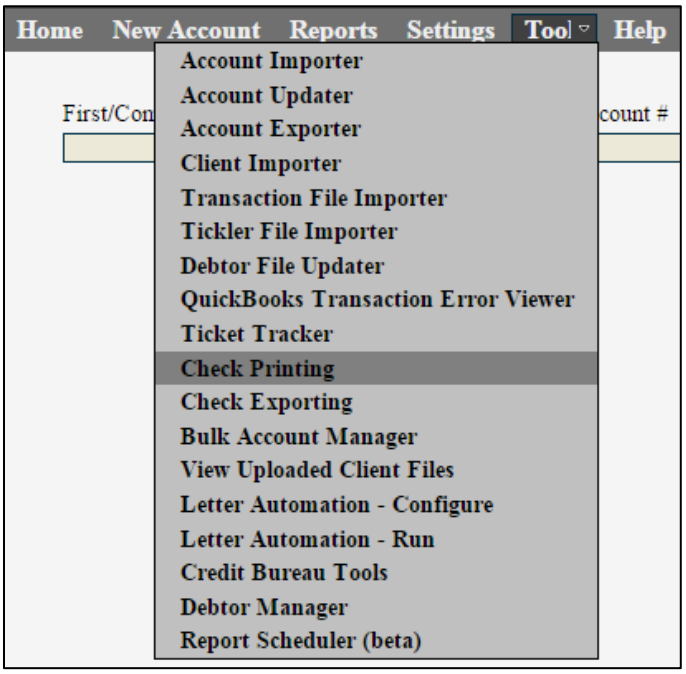


Ticket Tracker

The quickest way to receive answers to your questions or get immediate help is to submit a support ticket. Tickets are worked on a first-come-first-serve basis by support staff. To submit a support ticket click on **Tools → Ticket Tracker.** Tickets are monitored and responded to during regular support hours.

Once you fill out your Ticket, choose the **Priority** and/or **Attach File>>** at the bottom, click the **Add** button to submit it. During our open office hours, you will receive a response to your ticket within the first 24 hours. Once a ticket is added, you can view your Ticket on the left-hand side of the screen.



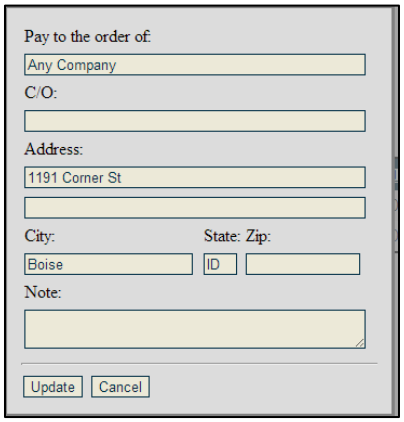


Viewing Queued Checks

1. Click **Tools** → **Check Printing**.
2. Click the option to **View**, and the list of queued checks will appear in a list.

Editing Queued Checks

1. Click **Tools** → **Check Printing**.
2. Click the option to **View** and the list of queued checks will appear in a list.
3. Click the **Edit check button** to edit any contact information on the check.
4. Once you're finished editing, click the **Update** button at the bottom to save your changes.

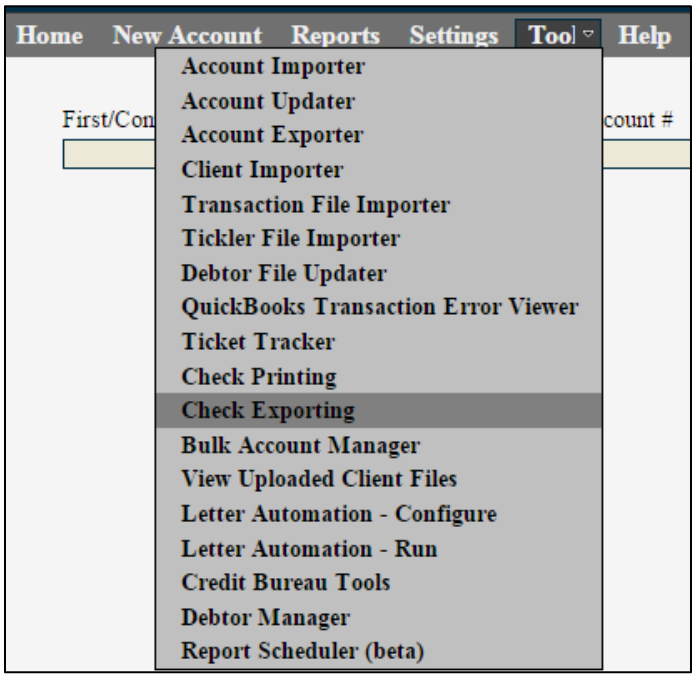


Printing Queued Checks

Check printing prints three-part checks with the actual check on the top and the two receipts or pay stubs on the bottom. To print a queued check, use the following steps:

1. Click **Tools** → **Check Printing.**
2. In the **check number** box type in the check number for the first check in the stack of check paper you are using to print the checks.
3. Click **Print**.
4. You will be prompted that "Printing the queued checks will change their status to printed, and set the check number. Do you want to continue?" If all the information is correct, click **OK.**
5. A page will open where you can print the checks , and/or export them using the **Export button** .

The option to print via a button may or may not be available depending on your browser. You can always use the keyboard shortcut CTRL+P to launch the print dialog box instead.



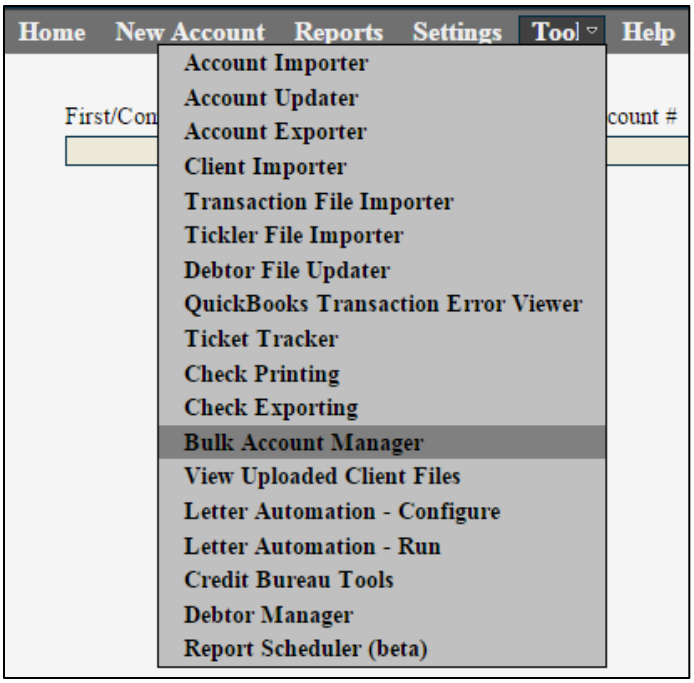
Exporting Printed Checks to CSV

1. Click **Tools → Check Exporting**.
2. Choose **Printed Date** from the drop down list.
3. Choose the date range that you would like to export the printed checks from.
4. Click **View Checks**
5. A list of checks and their information appear, deselect any checks that you do not want exported.
6. Click **Export Selected Checks** at the bottom of the screen.
7. Follow your computers instructions to download the file.

Exporting Checks to CSV by Add Date

1. Click **Tools → Check Exporting**.
2. Choose **Added Date** from the drop down list.
3. Choose the date range that you would like to export the printed checks from.
4. Click **View Checks**
5. A list of checks and their information appear, deselect any checks that you do not want exported.
6. Click **Export Selected Checks** at the bottom of the screen.
7. Follow your computers instructions to download the file.

Bulk Account Manager



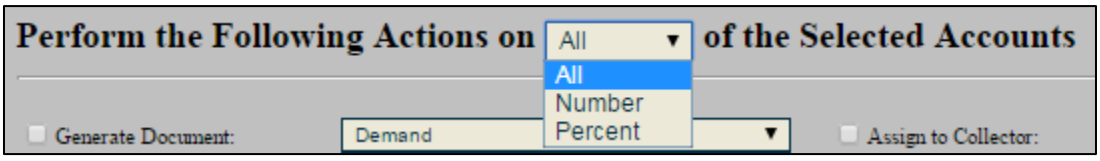
The **Bulk Account Manager** tool is one of the best tools in SimplicityCollect for managing your data. There are several different features that you can use the Bulk Account Manager to perform, and you can perform them on up to 500 accounts at one time. These actions include:

- Generating Documents from a DocGen template (must be in MailMerge format)
- Changing account statuses
- Adding or deleting account notes
- Assigning accounts to Simplicity users
- Assigning accounts to a Client
- Add ticklers
- Adding or deleting Action Codes
- Adding or deleting Letter Flows
- Enabling or disabling Credit Bureau Reporting

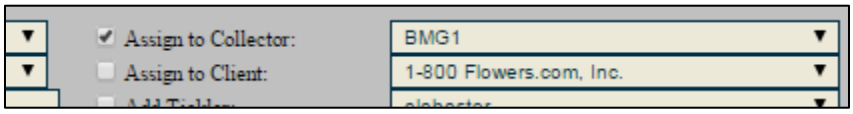
Using the Bulk Account Manager

Let's go over the basics.

1. Click on **Tools → Bulk Account Manager** from the drop down list.
2. In the top portion of the screen are filters. These filters are used to limit the accounts that you will be making changes to. Choose a combination of filters to show only the accounts you want to make changes to. (Ex. If you want to choose only accounts that are assigned a certain status and belong to a certain collector, filter by both the specific status, and specific collector.)
3. When you have selected your desired filters, click **View Accounts**.
4. A list of up to 500 accounts populate in the list below the filters. Any accounts that exceed the first 500 are available through the **Get Next ### Records** button.
5. By default all of the accounts in the list are selected. Only accounts that have a check next to them can have actions performed on them.
6. Below the list of accounts is where the actions are applied to the accounts. In the drop down list, you can change **ALL** to **Number** or **Percent** to specify how many accounts of those with a checkmark you want to perform actions on.



7. Click in the checkboxes of each action you want to perform.

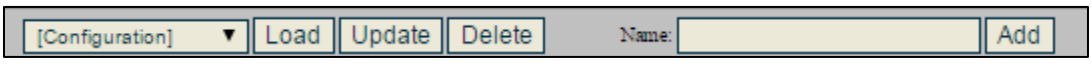


8. Click **Perform Selected Actions** at the bottom left.

*When assigning accounts, it is recommended that you filter **Collectors** by 'Unassigned.' Then once you assign accounts to one collector, those accounts will no longer appear in the list of accounts that you are assigning from.*

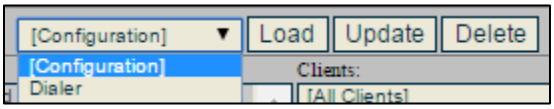
Saving a Workflow

If you find yourself performing the same bulk actions repeatedly with the same filters, you can select those filters and actions and save this as a workflow **Configuration**. This is located at the top of the **Bulk Account Manager** screen right above the filter options.



1. Enter all of your settings (filters and data elements) as you want them normally
2. Before clicking **Perform Selected Actions,** go up to the data entry box called **Name:** and enter a name for the Configuration you would like to save.

3. Click the **Add** button to the right.
4. This Configuration will now appear in the list on the upper left hand side of the screen.
5. To load a former Configuration, select it from the drop-down list and then click the **Load** button.
    - When you have a Configuration selected from this list, you can use the **Load** button to load it, the **Update** button to update it (if you make any changes to the filters and/or data elements below) or the **Delete** button to remove it completely.



6. The Configuration settings will now automatically populate in a) the **Filters** area and b) the **Actions** area.

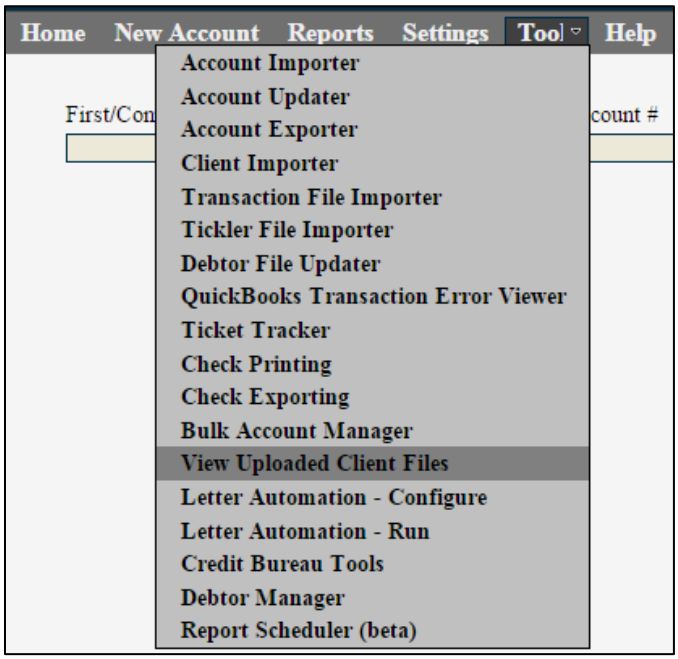
Deleting Accounts in Bulk

If you have accounts in your SimplicityCollect software that you no longer need or want, you can delete these accounts in bulk. To delete these accounts in bulk, do the following:

1. Click on **Tools → Bulk Account Manager**.
2. Chose the filters that apply to the accounts you would like to delete. If you want to delete an entire import, choose the import from the **Imported On** drop down list on the right side of the filters.
3. Click **View Accounts**.
4. By default all of the accounts in the list are selected.
5. Click on **Delete Accounts** at the bottom of the page.
6. In the confirmation box click **OK**.

*Once Accounts are deleted from SimplicityCollect using the Bulk Account Manager, **this step cannot be undone**. If you accidentally delete your data, contact Simplicity technical support as soon as possible. We can "roll back" your database to the previous day to re-load those accounts. Note that doing so, you will lose anything that's been done since then such as adding notes or payments.*

View Uploaded Client Files



Your clients can use SimplicityCollect to securely transfer files to you rather than by email. Your client must first be set up to use the **Client Portal** to send files directly to you.

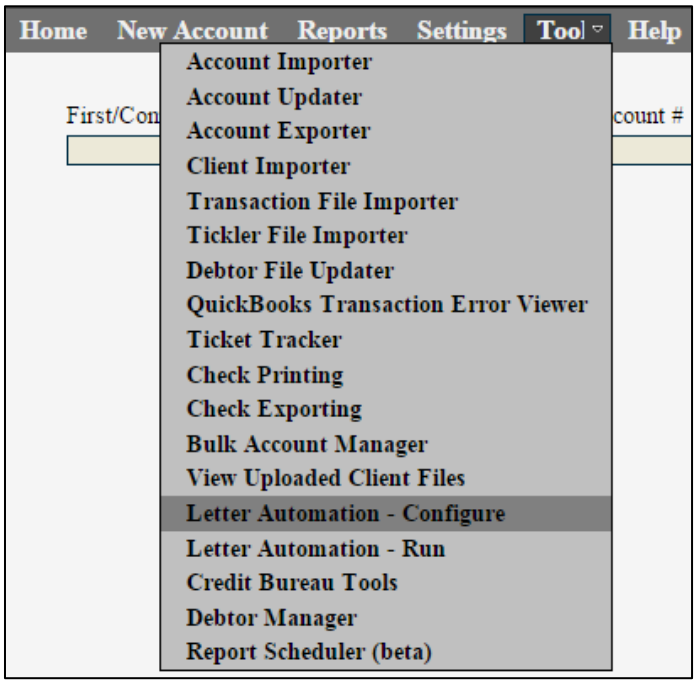
1. Click **Tools** → **View Uploaded Client Files**
2. When the client has uploaded a file into the Client Portal, that file will appear on this screen along with the clients name, and date.

File Name	Client Name	Date	
Debtor Information.xlsx	Any Business Collect	2-14-2013	

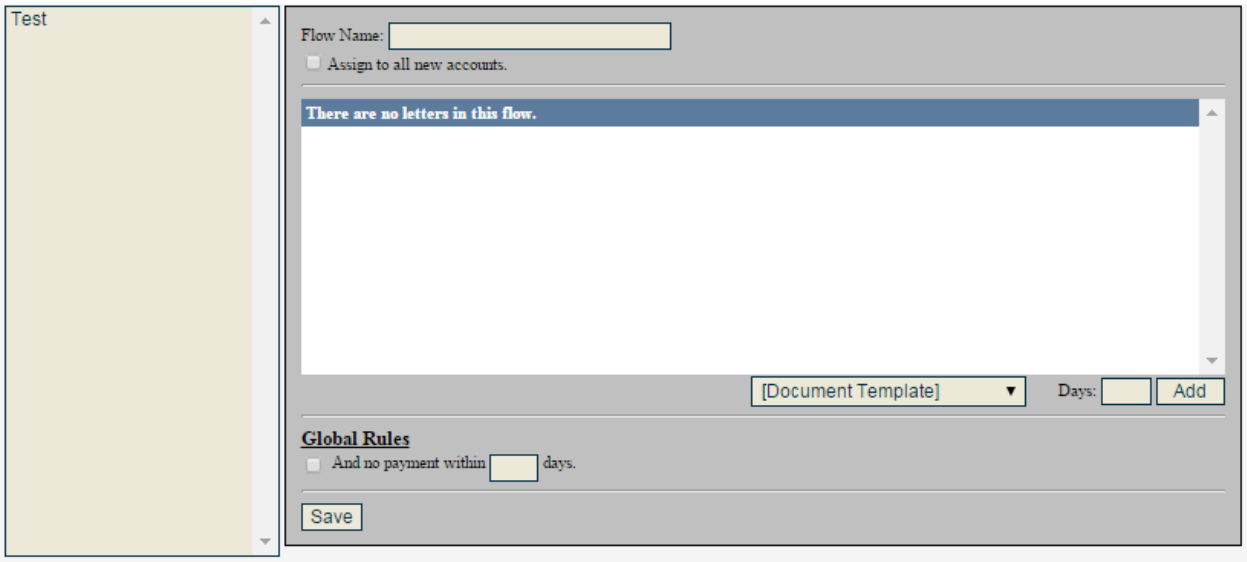
3. Click on the **Download button** to download it to your computer.
4. Follow your computers instructions for downloading that file.
5. Delete the file by clicking the **Delete button** .
6. Confirm you want to delete the file by clicking **OK.**

For more on the process of uploading files from the **Client Portal**, see the **Appendix** in this document related to the **Online Client Portal**.

Letter Automation – Configure



The **Letter Automation – Configure** section provides you the ability to set up a **Letter Flow** for use with your collection accounts. In addition, Simplicity integrates with 3rd party letter fulfillment companies that provide fulfillment services for Simplicity clients.



Adding New Letter Flows using DocGen Templates

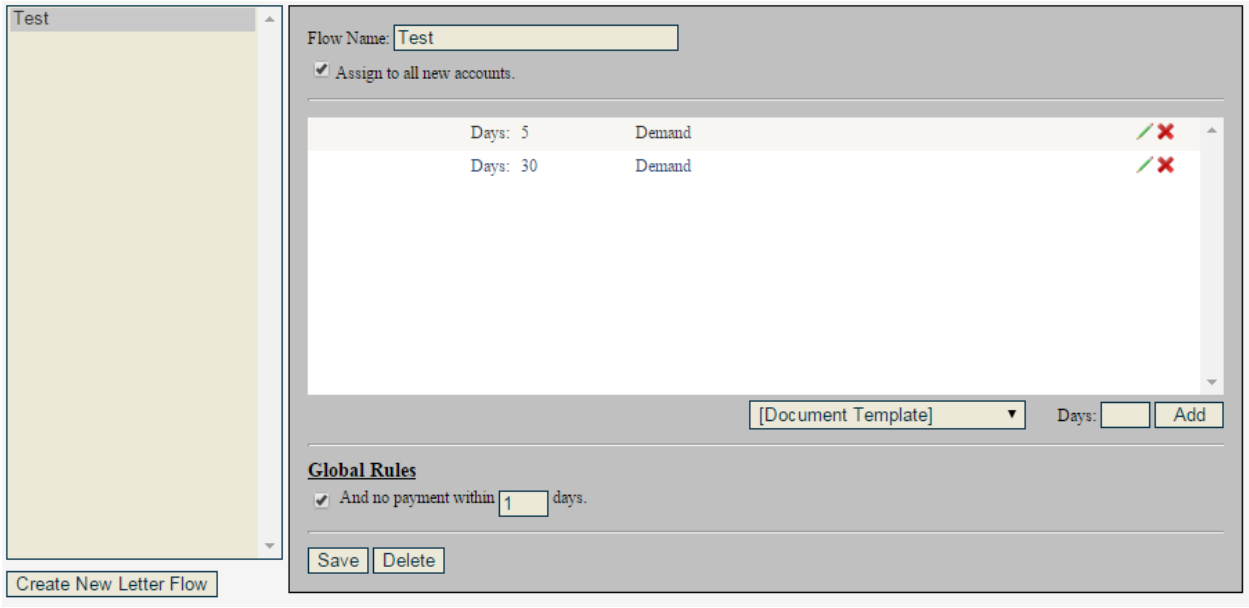
The first screen this tool takes you to is automatically set up to add a new Letter Flow. To start:

1. Enter a **Flow Name** to recognize your Letter Flow by.

2. Check whether or not you would like this Letter Flow to automatically **Assign to all new accounts**. This means as soon as a new account is added, it will automatically have this Letter Flow attached to it.
3. Next, add a document from the [Document Template]. The documents listed are from the **Settings → DocGen Templates** portion of Simpliicity. If no documents appear in this list, you must go to **Settings → DocGen Templates** to add some. If you need help, view the section of the User Manual on “Create a Template Using Mail Merge”.
4. In the "Days" box, choose when you want this letter to go out (ex. 7 days). These days refer to how long the collection accounts have been in the system for. When accounts are first imported or created (using the New Account) button, they start off as 0 days old. You can view an account's age via their **Claim Details** page.
5. After you've specified a document and the number of days you want the letter created after, click the **Add** button. This will add the letter to the Letter Flow. You can then add additional letters for example, "2nd Demand Letter" could be set at 30 days, "3rd Demand Letter" could be sent at 60 days, and so on.
6. You now have the choice of **Global Rules**. When this box is checked, it indicates an account will *not* be set up to receive a letter if you've received a payment after a set number of days. For example, if you set the rule for "No payment within 2 days", and John Doe is set to receive his "2nd Demand Letter" after 30 days, as long as he makes a payment no later than the 28th day Simplicity will remove his name from the Letter Flow Queue.
7. When finished, click the **Save** button at the bottom. This will finalize your Letter Flow and add it to the left side of the screen.

Editing Existing Letter Flows

Existing **Letter Flows** appear on the left of the screen and can be edited by clicking on the name of the flow. In the above example, there is a Letter Flow created called “Test”. When clicking on “Test” you will see details of the letter flow.



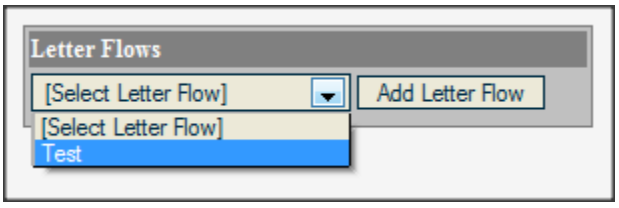
This Letter Flow can be further modified by using the standard Edit and Delete buttons native to SimplicityCollect. When you're finished editing the Letter Flow, click the **Save** button at the bottom to confirm your changes. You can also **Delete** a letter flow in the same way.

Letter Flows can be created and used with 3rd party fulfillment services or standard mail merge tools already built into SimplicityCollect.

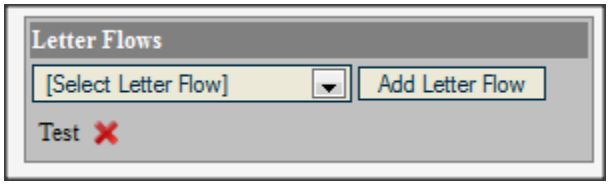
Adding a Letter Flow to an Account

Once the letter flow is created, you may now assign it to an account a) manually via the **Claim Details** screen of a specific account, or b) via the **Bulk Account Manager** in the **Tools** menu.

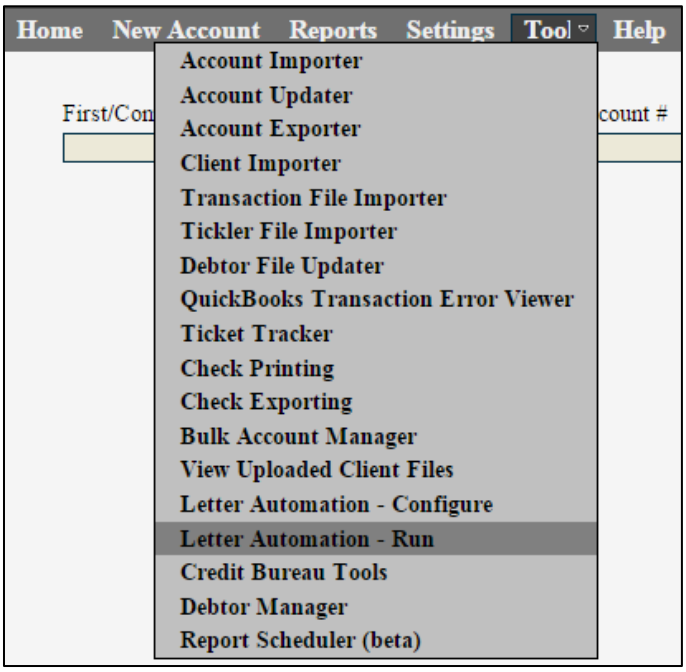
When adding a letter flow from the **Claim Details** page of an account, select the Letter Flow from the drop list in the **Letter Flows** section on the right side of the screen. Once the new flow is selected, click on the **Add Letter Flow** button.



Once the new Letter Flow is added to the account, it will appear in the **Letter Flows** section.



Letter Automation – Run

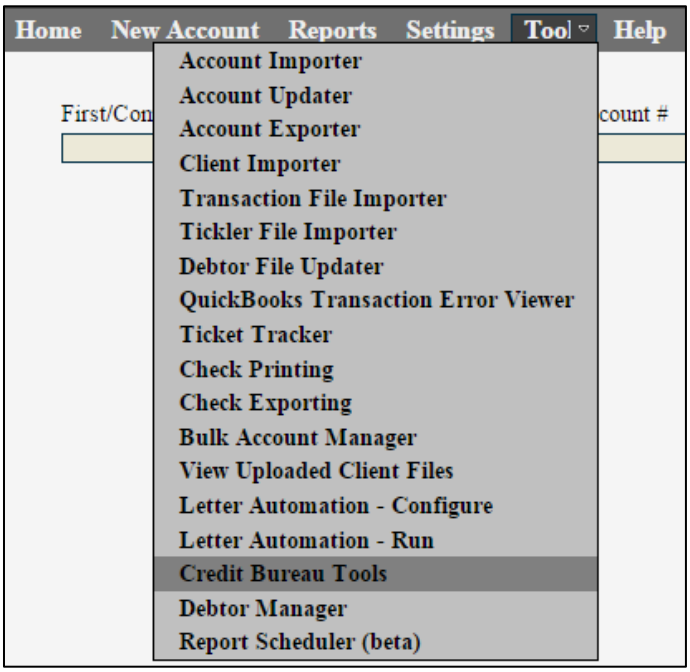


Once a **Letter Flow** is created via **Letter Automation - Configure** and added to an account, new letter information can be generated each day via the **Letter Automation – Run** section of the software. This page will provide you a detailed report of what accounts have what letter due within a given date range and will allow you to print letters in bulk.

When using a 3rd party fulfillment service, some will allow you to send them this generated .docx file to be sent out. Others may require different information such as an exported list of fields from Simplicity. Our main integrated fulfillment service, CompuMail, can be set up directly with your Simplicity account. This latter option, once set up, provides automatic letter fulfillment every day of the week via secure FTP, additional configuration options in the **Letter Automation – Configure** section, detailed letter development and more. If you would like more information, please contact our Technical Support team and/or CompuMail at http://www.simplicitycollect.com/affiliates/ .

If Letter Flows are set up to use the 3rd party vendor CompuMail, files are automatically sent to the vendor via secure FTP and the results file for a listing of letters sent is also processed and added to the notes automatically. There is no need to "kick off" or run a process to send the data to the 3rd party vendor. This is done automatically with Simplicity's nightly scheduler. The Letter Flow – Run section is ONLY used if CompuMail is not used for letter fulfillment.

Credit Bureau Tools



Once you are ready to start reporting accounts to your preferred credit bureau, the **Credit Bureau Tools** pull data from your SimplicityCollect accounts and format them in Metro 2 format so it can be submitted to the credit bureaus. There are four credit bureaus we work with:

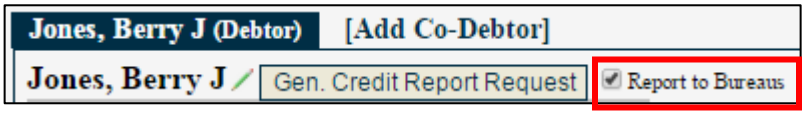
Experian - http://www.experian.com/
Equifax - http://www.equifax.com/
TransUnion - http://www.transunion.com/
Innovis - https://www.innovis.com/

This tool performs the basic task of reporting specific information to the bureau of your choice.

Reporting an Account to a Credit Bureau

To set up an account to report to the bureaus, follow the listed steps below:

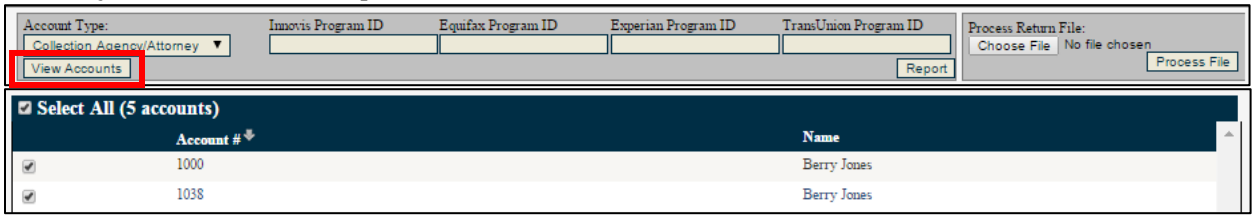
1. Select the checkbox on the account that says "Report to Bureaus" (right next to their First/Last Name). (Alternatively you can enable or disable Credit Bureau Reporting on more than one account at a time by using the **Bulk Account Manager** tool.)



Because there is a certain set of basic information the credit bureaus need, this tool will *only* work if the account has the following information collected:

- Debtor First Name
- Debtor Last Name
- Debtor SSN
- Debtor Address Line 1
- Debtor City, State, Zip
- Original Creditor Name
- Date of First Delinquency

2. Select **Tools** → **Credit Bureau Tools** followed by **View Accounts.** This will pull up any accounts you have marked to report:



3. Enter in your Program ID from one of the following credit bureaus listed. You receive an ID when you sign up for an account with Innovis, Equifax, Experian or TransUnion.

4. After you've entered your Program ID, click the **Report** button. If there are any problems with the accounts selected (ex. Account X does not have a Date of First Delinquency) a popup will let you know what the issue is so it can be fixed. When there are no issues with the selected accounts, you will be prompted with a file to download. Save this file to a location you can locate such as the desktop.

Lastly, log in to your credit bureau's website. Each credit bureau has a place for you to upload this file directly. You will need to perform this step in order to successfully report these accounts.

List of Simplicity Fields Reported

Here is a list of the Simplicity fields that are reported via this tool. We also mention which ones are required in order to send the Metro2 file in the first place:

* Any credit bureau program identifiers

* Company pin
* Company name
* Company address
* Company phone number

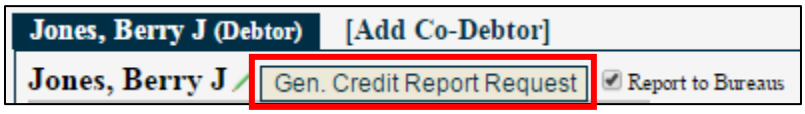
* Account number
* Account type *(set in the Credit Bureau Tools)*
* Account date entered *(shown on the Legal Details tab)*
* Last update date
* Original claim amount
* Current balance
* Date of the last payment made

* Date of first delinquency (required)
* Date closed *(if closed)*
* Debtor first name (required)
* Debtor middle name
* Debtor last name (required)
* Debtor SSN
* Debtor DOB
* Debtor primary phone number
* Debtor address line 1 (required)
* Debtor address line 2
* Debtor city, state, and zip (all required)

* Original creditor name (required)
* Original creditor classification

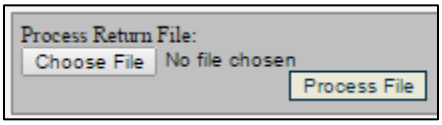
Requesting a Credit Report

Simplicity now helps to request a Credit Report for a debtor. In the debtor details section of the **Claim Details** page, there is a new button for **Gen. Credit Report Request.**



1. Clicking this button generates a text file which contains some details about the debtor. Simply upload this text file to your preferred credit bureau, and the bureau will then give you the debtor's credit report.

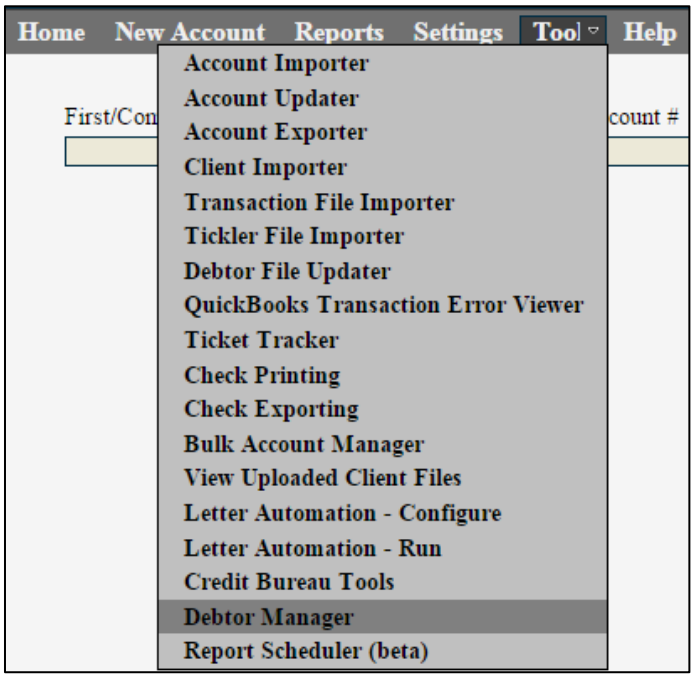
2. Next you will be processing the return file (credit report). Go to **Tools → Credit Bureau Tools** and look for the **Process a Return File** section. Simply choose the file you received and click the **Process File** button.



This will upload the credit report into Simplicity Collect, and it will be placed in the **Doc Folder** of its corresponding account.

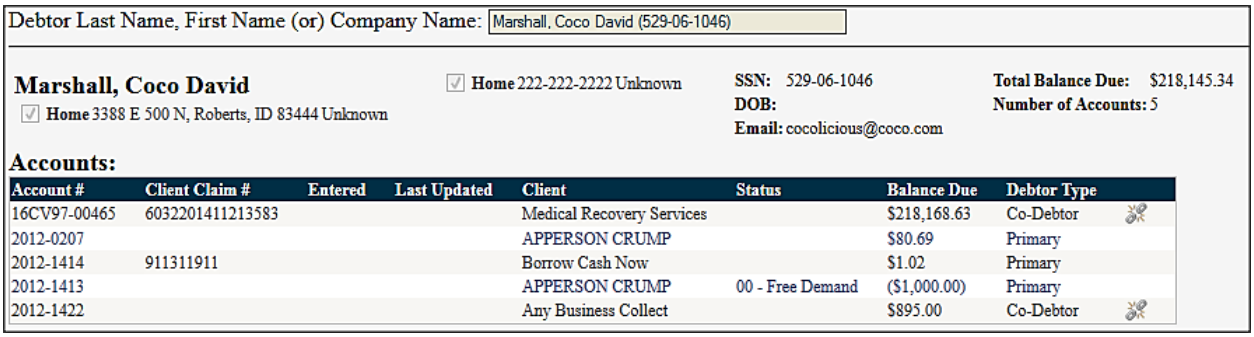
*The Process Return File option will only work with a **.fulfill** extension (for example "Returnfile.fulfill").*

Debtor Manager



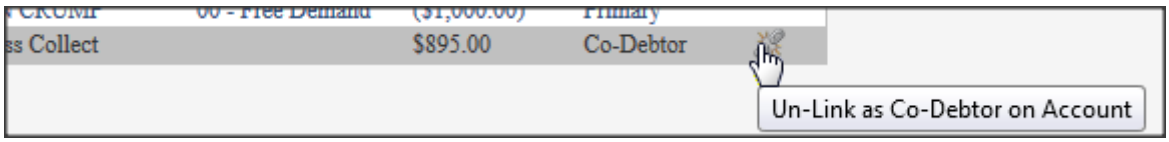
Currently, this tool will allow you to pull up debtors and see a) basic debtor information and their total amount due, and b) all the accounts that are currently tied to that debtor. Once an account is pulled up, this tool also allows you to link the debtor to other accounts.

For example, if you look up:

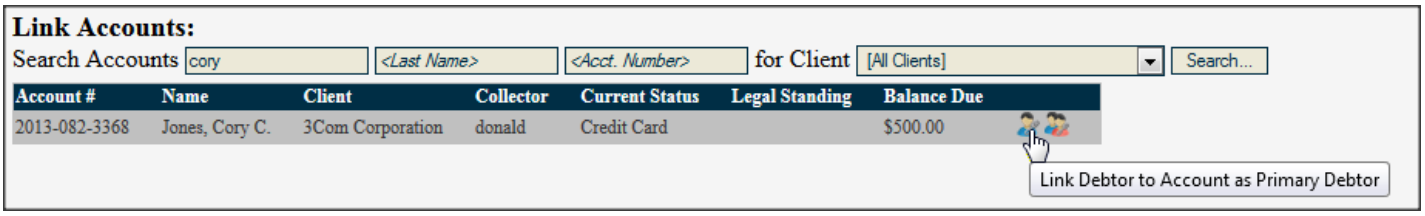

Debtor Last Name, First Name (or) Company Name: Marshall, Coco David (529-06-1046)
Marshall, Coco David
Home 3388 E 500 N, Roberts, ID 83444 Unknown
Home 222-222-2222 Unknown
SSN: 529-06-1046
DOB:
Email: cocolicious@coco.com
Total Balance Due: $218,145.34
Number of Accounts: 5
Accounts:
Account # | Client Claim # | Entered | Last Updated | Client | Status | Balance Due | Debtor Type
16CV97-00465 | 6032201411213583 | Medical Recovery Services | $218,168.63 | Co-Debtor
2012-0207 | APPERSON CRUMP | $80.69 | Primary
2012-1414 | 911311911 | Borrow Cash Now | $1.02 | Primary
2012-1413 | APPERSON CRUMP | 00 - Free Demand | ($1,000.00) | Primary
2012-1422 | Any Business Collect | $895.00 | Co-Debtor

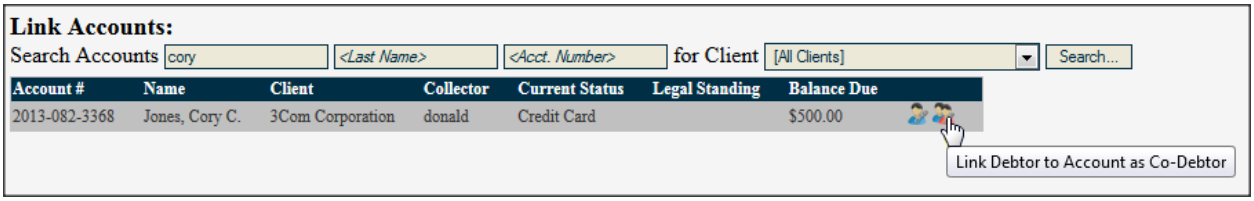
You will see that this debtor is tied to 5 accounts; on 3 of which she is a primary debtor and on 2 as co-debtor. All together she has a total due of $218,145.34

On the accounts where the debtor is listed as a co-debtor, I can unlink from those accounts by clicking the un-link button:

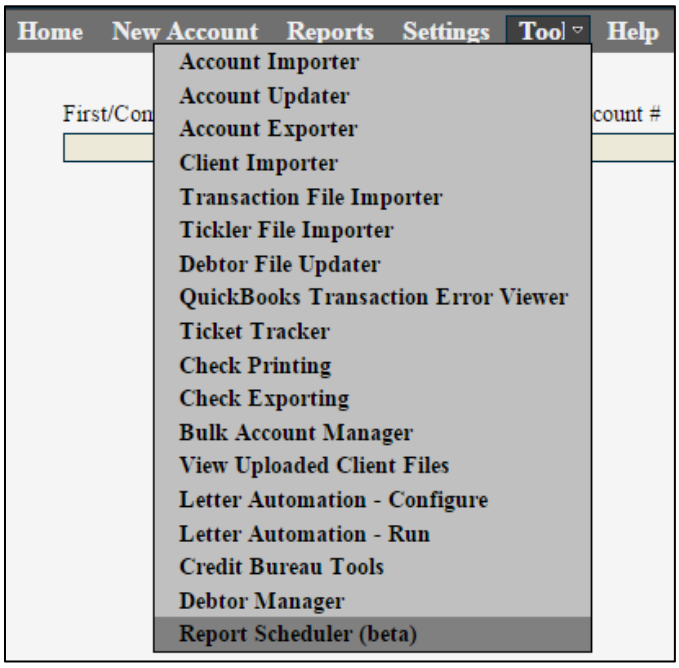


Additionally, I can search for other accounts to link to this debtor, and link as primary debtor or co-debtor:


Link Accounts:
Search Accounts cory <Last Name> <Acct. Number> for Client [All Clients] Search...
Account # Name Client Collector Current Status Legal Standing Balance Due
2013-082-3368 Jones, Cory C. 3Com Corporation donald Credit Card $500.00
Link Debtor to Account as Primary Debtor


Link Accounts:
Search Accounts cory <Last Name> <Acct. Number> for Client [All Clients] Search...
Account # Name Client Collector Current Status Legal Standing Balance Due
2013-082-3368 Jones, Cory C. 3Com Corporation donald Credit Card $500.00
Link Debtor to Account as Co-Debtor

Report Scheduler (beta)

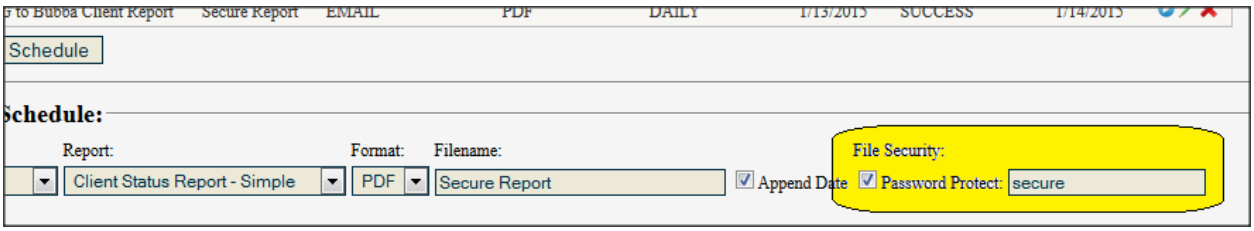


The **Report Scheduler** is a new feature that will allow you the ability to automatically email or FTP a client a customized **Client Status Report.** This can be done on a daily, weekly or monthly basis.

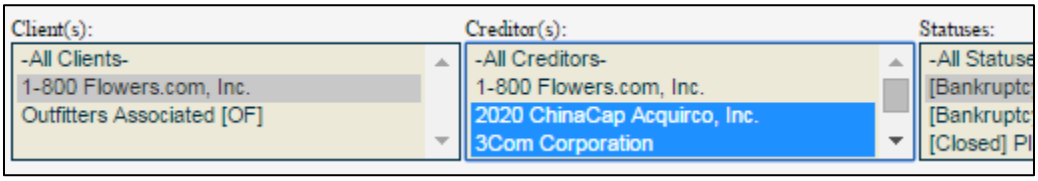
Adding a new Scheduled Report

When you first go to **Tools → Report Scheduled (beta)** the screen will be set up to add a new **Report Schedule.** To set up a new scheduled report, complete the following steps:

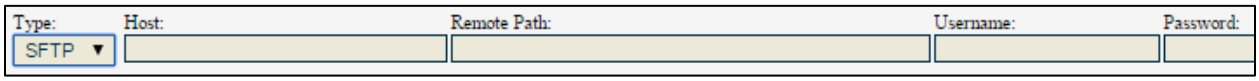
1. Choose the type of **Report** you would like to use. Currently you can choose between **Client Status Report** and **Client Status Report – Simple.**
2. Choose a **Filename** for the scheduled report. This will be the name of the file that your client will see when they receive it.
3. Choose whether or not you'd like to use the **Append Date** or **Password Protect** options. If you decide to add a password, the client will be required to type it in when they receive the PDF document.



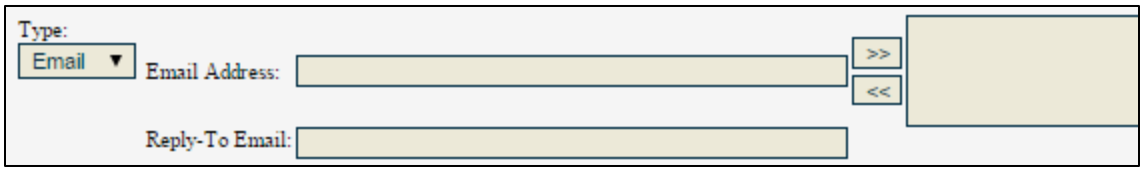
4. Choose any of the **Report Filters** provided. This lets you display a report based on Client(s), Creditor(s) and Statuses. If you want to choose more than one at a time, hold down the CTRL key and left click each option.



5. Check whether or not you'd like to include **Notes** with the report. This will show your client all notes on the account.
6. Choose how you would like to sort the PDF document. You can pick from Debtor Name, Client Name, or Client/Creditor Name.
7. Under **Transmission Settings,** pick how you'd like the report sent. You can choose between SFTP or Email. The **Type** SFTP will require a Host, Remote Path, Username and Password:



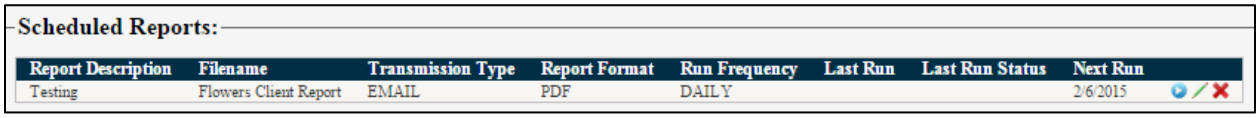
If you adjust the **Type** to Email, the boxes will change to:



Email will likely be the easiest **Type** for you to use. In the box **Email Address,** type the email of your client you wish to send this report to. Then click the **>>** button to the right to add the email to the "Send" list. You can add as many emails as you'd like here.

Optionally you can add a **Reply-To Email**. This will be *your* email that the client can respond back to. We highly recommend this option so you can stay in touch with your client.

8. Under the header **Other Settings,** you can add a **Report Description.** This will help you easily identify different reports sent to the same client.
9. Lastly you can choose a **Run Frequency** (Daily, Weekly or Monthly) along with the **Start Date** of when to send the first report.
10. When you're all done, click **Add Report Schedule** to save your new scheduled report. This report will now appear at the top of the page under **Scheduled Reports.**
11. Once you have a scheduled report, you can use the buttons to the right to **Run Now, Edit or Delete** the report.



Report Statuses and Errors

When a report runs successfully, you'll see the **Last Run Status** as SUCCESS.

If for any reason there is an error, this will change to ERROR-XXXXXX. A few common errors are listed below:

ERROR – SendEmailError

This error refers to a problem with the email you've set up the report for. This can mean the email is non-existent or is spelled incorrectly. You can check the emails the report is being sent to by clicking the green edit pencil and viewing the **Transmission Settings.**

Error Uploading Report via SFTP: SFTP Upload File Error: No such file

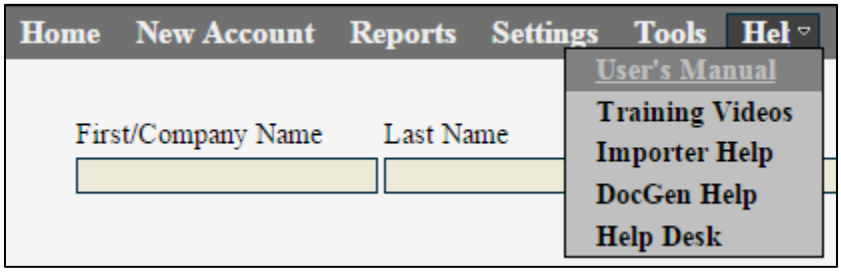
This is a user-related error when uploading reports to an SFTP, and the remote folder or "path" doesn't exist. Make sure to double-check your SFTP settings when you see this error.

Help

User's Manual

For a copy of our **User's Manual,** click on the link found under the **Help** menu. You can view this in your browser, download a copy as a .pdf document, or print the entire manual.

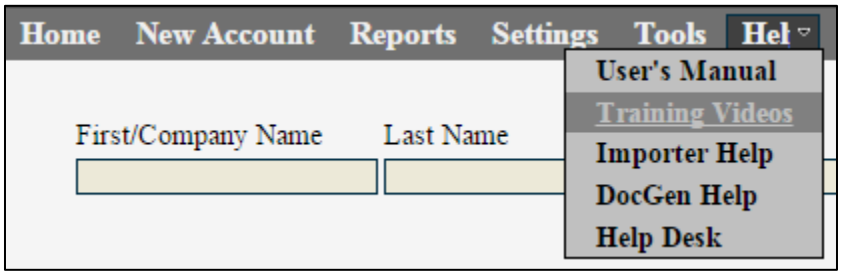
We recommend the first two options as you will see the most updated version of the manual. You can also use the keyboard shortcut CTRL+F to "find" or search for a keyword in the document quickly and easily.



Video Tutorials

There are some great training videos available for some of the most common feature of SimplicityCollect. The benefits of videos are that you can watch them at any time, pause them when needed, and you get a visual of where on the screen to find the highlighted features.

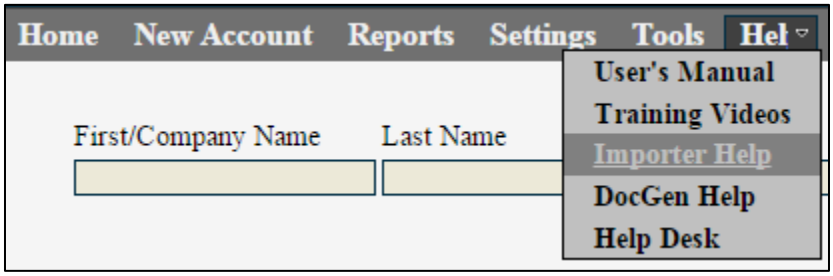
You can access these videos by clicking on **Help → Video Tutorials**.



Importer Help

For a list of Simplicity fields that can be imported using the Account Importer tool, and a quick "How To" guide for using the Account Importer tool, click on **Help → Importer Help**.

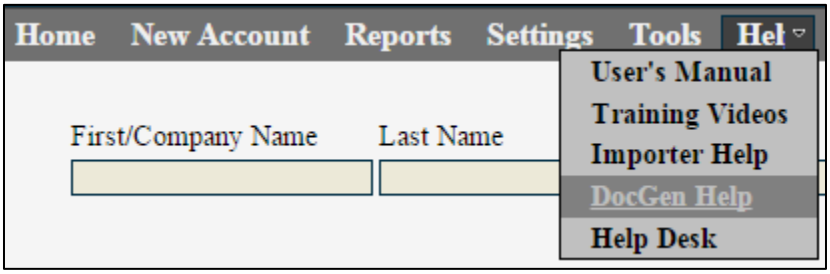
For more about importing accounts, see the **Account Importer** section in this document.



DocGen Help

In order to make a Mail Merge template, you must download the 'datasource' file under **Help →DocGen Help → Step 1.**

For more on creating a DocGen template, see the **DocGen Templates** section of this document.

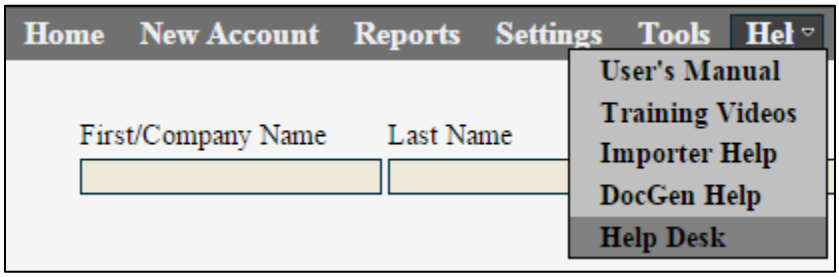


Help Desk

Sometimes there are issues that cannot be resolved by reading this manual and basic troubleshooting. When this happens, we have a support team to answer your questions.

Submit a support ticket by:

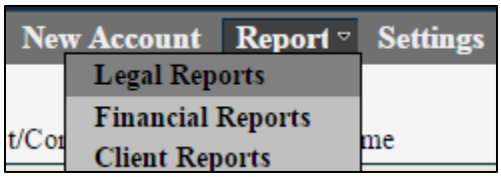
- Clicking **Help → Help Desk** or **Tools → Ticket Tracker**
- Emailing support at helpdesk@simplicitycollect.com or calling **1-866-791-0224 ext. 2**



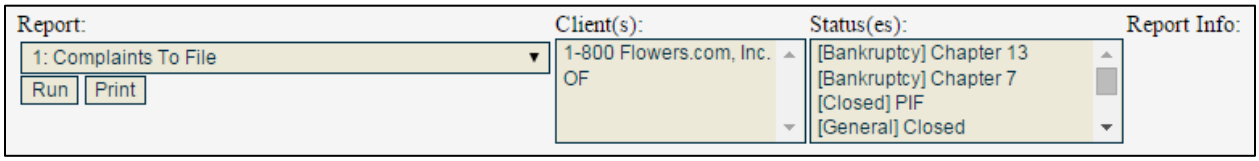
Appendix A – Legal Features

Legal Reports

SimplicityCollect's legal reports can be found by clicking on the **Reports** menu from the top navigation bar and selecting **Legal Reports**.

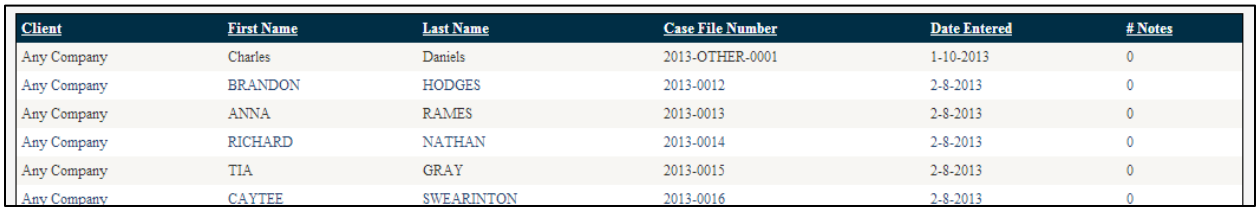


Once **Legal Reports** is selected, you will see a screen that allows you to select a legal report from a drop down list of predefined reports. Once you select the legal report you would like to run, chose any filters you prefer (selecting none returns all information in the system), and then click on the "**Run**" button to run the report.



Using CTRL+left click will allow you to select more than one Client and/or Status at the same time.

Running the report will return a list of accounts that meet the criteria for belonging on that report. The criterion that makes up each report is detailed in remainder of this chapter. The results are a hyperlinked list of accounts which can be clicked on and will take you to the "Account Details" tab for the debtor you select.



Client	First Name	Last Name	Case File Number	Date Entered	# Notes
Any Company	Charles	Daniels	2013-OTHER-0001	1-10-2013	0
Any Company	BRANDON	HODGES	2013-0012	2-8-2013	0
Any Company	ANNA	RAMES	2013-0013	2-8-2013	0
Any Company	RICHARD	NATHAN	2013-0014	2-8-2013	0
Any Company	TIA	GRAY	2013-0015	2-8-2013	0
Any Company	CAYTEE	SWEARINTON	2013-0016	2-8-2013	0

SimplicityCollect was designed to automatically move litigating accounts through the legal process from beginning to end. Accounts are moved through the process through the use of legal reports. Each legal report represents a part of the legal process that needs attention. Accounts will only appear on legal reports if some type of action is needed to follow up with courts, process servers, prepare paperwork, or contact the debtor. For instance, only accounts that have not had complaint paperwork filed on them will appear on **Legal Report #1 – "Complaints to File".** Once the complaint paperwork has been filed

and the "complaint sent" date filled in on the Account Details tab in Simplicity, that account will disappear from **Legal Report #1**. The account will then reappear on **Legal Report #2** – "Complaints Sent to the Court for Filing" only if the court has not returned the complaint paperwork after 21 days. Only after the paperwork is returned and the "complaint filed" date is filled in on the Account Details tab in Simplicity will this account then move off of **Legal Report #2**.

This cycle of constantly appearing, disappearing, and reappearing on reports becomes the crowning jewel of the Simplicity system. Now instead of worrying about where every account is and what needs to be done, the legal reports can be used to tell you what accounts need attention and what actions to take to move those accounts along through the legal process. This feature allows you to optimize your time, staff, and money in order to expend your resources in the best possible manner.

The rest of this chapter will be devoted to detailing the descriptions and rules associated with each legal report. The reports will be grouped by section and will following the same grouping found on the Account Details tab of Simplicity.

NOTE:

Description: tells what the report shows and what it is used for.

Rules: tells what the triggers for the report are and why an account will or will not show on a report.

Complaint Reports (Legal Reports 1-5):

Legal Report 1: Complaints to File

Description: This report shows all new accounts that have been entered but a complaint and summons have not been filed. This is a list of all complaints and summons that need paperwork prepared and filed with the court.

Rules:

- This report needs to show all accounts that have an "Account #" entered, but that have no date entered for "complaint sent" for filing.
- This report shows only "open records," not "closed records."

Legal Report 2: Complaints Sent to Court for Filing

Description: This report shows all complaints that have been prepared, and sent to the court, but the court has not returned them within 21 days. Follow up with the court on these accounts or check your file.

Rules:

- This report shows all accounts that have a date entered for "complaints sent" date that is more than 21 days old but that have no "complaint filed" date.
- This report shows only "open records," not "closed records."

Legal Report 3: Filed Complaints to be Served

Description: This report shows all complaints that are filed with the court, but not yet sent to a process server for service. Send the complaint and summons on these accounts to a process server.

Rules:

- This report shows all accounts that have a "complaint filed" date entered, but no date entered for "sent for service."
- This report shows only "open records," not "closed records."

Legal Report 4: Process Server

Description: This report shows all complaints that are out for service with a process server.

Rules:

- This report shows all accounts that have a date entered for "sent for service" and for which no date is entered for "complaint served."
- This report shows only "open records," not "closed records."
- These accounts will not have "WFI" selected under "Legal Standing."

Legal Report 5: Process Server (Over 4 Weeks Old)

Description: This report shows all complaints that are out for service that have been out for more than 4 weeks. This report allows you to follow up with the process server to see what the status on the serve is or to have them return the serve unsatisfied.

Rules:

- This report shows all accounts that have a date entered for "Sent for Service" that is more than 28 days old, and for which no date is entered for "Complaint Served."
- This report shows only "open records," not "closed records."
- These accounts will not have "WFI" selected under "Legal Standing."

Judgment Reports (Legal Reports 6-10):

Legal Report 6: Default Judgments and Abstracts to File and Record

Description: This report shows all defaults and abstracts that need paperwork prepared and sent to the court for filing and recording.

Rules:

- This report shows all accounts for which the "Complaint Served" date is more than 30 days old and there is no date entered under "Judgment Sent."
- These accounts will not have a "Last Payment" date that is less than 37 days old.
- These accounts will not have any item selected under "Motions."

- These accounts will not have an attorney name entered under “Debtor Attorney Name.”
- These accounts will not have “Lien Sent,” “Lien Received,” “Itemization Requested,” for “Itemization Sent,” or “WFI” selected under the “Legal Standing” heading.
- This report shows only “open records,” not “closed records.”

Legal Report 7: Default Judgments Sent to Court

Description: This report shows all defaults that have been sent to the court for entry of judgment, but that the court has not returned within 21 days. Follow up with the court on these accounts to see why the paperwork hasn’t been returned and to make sure the paperwork hasn’t been lost.

Rules:

- This report shows all accounts that have a “Judgment Sent” date which is more than 21 days old and no “Judgment Entered” date.
- This report shows only “open records,” not “closed records.”

Legal Report 8: Abstracts Sent for Recording

Description: This report shows all abstracts that have been sent for recording that have not been returned within 28 days. Follow up with the courts on these accounts to see where the paperwork is or if any documents need to be resent.

Rules:

- This report shows all accounts that have a “Judgment Sent” date which are more than 28 days old and that have no “Abstract Recorded” date entered.
- This report shows only “open records,” not “closed records.”

Legal Report 9: Renew Judgments

Description: This report shows all judgments that need to be renewed because they are now 56 months old and are not paid in full or bankrupt. The purpose of this report is to give you advanced notice of what judgments are about to expire, so you can renew them before 5 years have passed.

Rules:

- This report shows all accounts that have a “Judgment Entered” date that is over 56 months old.
- No accounts with a “Satisfaction of Judgment Sent” date entered will be on this report.
- No accounts with the “Legal Standing” of “Bankruptcy” selected will be on this report.

Legal Report 10: Satisfactions to Serve

Description: This report shows all accounts for which a satisfaction of judgment needs to be filed. It also shows the county the where the complaint was filed and the county where the abstract was recorded, so that you can record the satisfaction of judgment in the same county where the abstract was recorded.

Rules:

- This report shows all accounts whose “Legal Standing” entry is checked “PIF.”
- These accounts will have a “Judgment Entered” date, but no date entered under “Satisfaction of Judgment Sent.”
- These accounts will not have a date entered under “Supp Exam Date” (See Legal Report 24.)

Garnishment Reports (Legal Reports 11-18):

Legal Report 11: Writs to Send to Court

Description: This report shows all writs of execution that need to be prepared and sent to the court for filing.

Rules:

- This report shows all accounts that have a “Judgment Entered” date, but no “Last Payment” date entered that is more than 40 days old.
- These accounts will not have a date entered under “Writ Sent for Filing.”
- These accounts will not have the “Legal Standing” of “WFI”, “Body Writ Sent,” or “Lien Received.”
- These accounts will not have a “Garnish Recheck Date” entered.
- These accounts will not have a date entered under “Supp Exam Date.”
- These accounts will not have a future date entered under “Pay Agreement Date.”
- This report shows only “open records,” not “closed records.”

Legal Report 12: No Payment After Supplemental Exam

Description: This report shows all debtors that have not honored their payment commitment after a supplemental exam. This report gives the debtor 40 days from the supplemental exam date to make a payment. When they fail to make this payment it shows up on this report, so then a wage or bank garnishment can be sent for filing.

Rules:

- This report shows all accounts that have a date entered under “Supp Exam Date” that is more than 40 days old.
- These accounts will not have a “last payment” date less than 40 days old.
- This report shows only “open records,” not “closed records.”
- These accounts will not have a “Legal Standing” of “WFI,” “Body Writ Sent,” or “Lien Received.”
- These accounts will not have a “Garnish Wages Sent” or “Bank Garnish Sent” date after the “Supp Exam Date.”
- These accounts will not have a “Garnish Recheck Date” date entered.

Legal Report 13: Writs Sent to Court

Description: This report shows all writs of execution that have been sent to the court, but the court has not returned them within 14 days. This report shows you which accounts that need follow up with the court or file so see where the paperwork is.

Rules:

- This report needs to show all accounts that have a "Writ Sent for Filing" date which is more than 14 days old and for which there is no "Writ Returned" date entered.
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."

Legal Report 14: Writs Returned but No Garnishment Sent

Description: This report shows all writs sent to the court that the court has returned, but there has not been a wage or bank garnishment sent to the sheriff. These accounts need the wage or bank garnishment paperwork sent to the sheriff.

Rules:

- This report shows all accounts with a date entered for "Writ Returned" but no "Garnish Wages Sent" date and no "Bank Garnish Sent" date entered.
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."

Legal Report 15: Wage Garnishments Sent, but No Payment Received

Description: This report shows all wage garnishments sent to the sheriff, but on which there has not been a response (meaning payment or unsatisfied return) from the sheriff within 90 days. Follow up with the sheriff to inquire on the status of the garnishment. If the sheriff hasn't received a response from the employer, you can remind them to follow up with the employer or you can contact the employer yourself.

Rules:

- This report shows all accounts with a date entered for "Garnish Wages Sent" that is more than 90 days old but that have no date entered for "Garnish Wages Received."
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."
- These accounts will not have a "Garnish Recheck Date" entered.
- These accounts will not have an "Unsatisfied Return Received" date entered.
- These accounts will not have a future "Pay Agreement Date."

Legal Report 16: Status of Wage Garnishments "In Place"

Description: This report shows all wage garnishments on which at least one payment has been received, but has not had a payment within 60 days from the date of the last payment. This Follow up with the sheriff to see if they have another garnishment payment that will be disbursed soon, or if they have received any notification from their employer and will be returning the garnishment unsatisfied.

Rules:

- This report shows all accounts with an entry for “Garnish Wages Received” and with a “Last Payment” entered that is more than 60 days old.
- This report shows only “Open Records,” not “Closed Records.”
- These accounts will not have a “Legal Standing” of “WFI,” “Body Writ Sent,” or “Lien Received.”
- These accounts will not have a “Garnishment Recheck Date” entered.
- These accounts will not have an “Unsatisfied Return Received” date entered.
- These accounts will not have a future “Pay Agreement Date.”

Legal Report 17: Wage Garnishment Recheck

Description: This report shows all wage garnishments that have come back unsatisfied because there is already another wage garnishment in place. If the sheriff will give you the balance and the monthly payments they are receiving towards that garnishment you can estimate the date when the other garnishment will pay out. You can also use the Garnishment Recheck date for scenarios where the debtor is laid off from work for the winter and you’d like to wait until a future date to see if they are working again and then send a garnishment.

Rules:

- This report shows all accounts with a date entered for “Garnishment Recheck” date.
- This report shows only “Open Records,” not “Closed Records.”
- These accounts will not have a “Legal Standing” of “WFI,” “Body Writ Sent,” or “Lien Received.”

Legal Report 18: Status of Bank Garnishments but No Payment Received

Description: This report shows all bank garnishments sent to the sheriff but have not received a response (meaning payment or unsatisfied return) from the sheriff within 60 days. Follow up with the sheriff on these accounts.

Rules:

- This report shows all accounts that have a date entered for “Bank Garnish Sent” which is more than 60 days old and there is no date entered under “Bank Garnish Received.”
- This report shows only “Open Records,” not “Closed Records.”
- These accounts will not have a “Legal Standing” of “WFI,” “Body Writ Sent,” or “Lien Received.”
- These accounts will not have a “Garnishment Recheck Date” entered.
- These accounts will not have an “Unsatisfied Return Received” date entered.

Supplemental Proceedings Reports (Legal Reports 19-21):

Legal Report 19: Supplemental Exams to Schedule

Description: This report shows all supplemental examinations that need to be scheduled. Schedule the hearing and then prepare the paperwork to be filed with the court.

Rules:

- This reports shows all accounts with a date entered under “Unsatisfied Return Received” but no date entered under “Supp Exam Sent to Court.”
- Accounts that have a date entered in “Supp Exam Sent to Court” but it pre-dates the “Unsatisfied Return Received” date, will show on this report.
- This report shows only “Open Records,” not “Closed Records.”
- These accounts will not have a “Legal Standing” of “WFI,” “Body Writ Sent,” or “Lien Received.”
- These accounts will not have a “Garnishment Recheck Date” entered.
- These accounts will not have a “Payment” entered within 37 days.
- These accounts will not have an entry in “Writ Sent for Filing” that post-dates the date entered under “Unsatisfied Return Received.”

Legal Report 20: Supplemental Exams Sent to Court

Description: This report shows all orders for supplemental examination that have been sent to the court that have not been returned within 21 days. Follow up with the court on these accounts.

Rules:

- This report shows all accounts which have dates entered for “Supp Exam Sent to Court” that are more than 21 days old but no date entered under “Supp Exam Sent for Service.”
- This report shows only “Open Records,” not “Closed Records.”
- These accounts will not have a “Legal Standing” of “WFI,” “Body Writ Sent,” or “Lien Received.”
- These accounts will not have a “Garnishment Recheck Date” entered.

Legal Report 21: Supplemental Exam Schedule

Description: This report shows all upcoming supplemental exam hearings with the status of the service on the orders for each supplemental exam. This report is used to see what dates supplemental exams are scheduled to compare with your calendar. It is also used to vacate supplemental exams hearings if the order wasn’t served.

Rules:

- This report shows all accounts that have a date entered under “Supp Exam Date.”
- This report shows only “Open Records,” not “Closed Records.”
- These accounts will not have a “Legal Standing” of “WFI,” “Body Writ Sent,” or “Lien Received.”
- These accounts will not have a “Garnishment Recheck Date” entered.

Motion Reports (Legal Reports 22-28):

Legal Report 22: Summary Judgment

Description: This report shows all summary judgments in progress. It serves as a reminder of which ones you are preparing and which ones that you are awaiting the hearing.

Rules:

- This report shows all accounts that have “Summary Judgment” selected under “Motion Type” that have a “Start Date” or a “Hearing Date” entered.
- This report shows only “Open Records,” not “Closed Records.”
- These accounts will not have a “Legal Standing” of “WFI,” “Body Writ Sent,” or “Lien Received.”
- These accounts will not have a “Judgment Entered” date.

Legal Report 23: Judgment on the Pleadings

Description: This report shows all motions for Judgment on the Pleadings in progress. It serves as a reminder of which ones you are preparing and which ones that you are awaiting the hearing.

Rules:

- This report shows accounts that have “Judgment on the Pleadings” selected under “Motion Type” that have a “Start Date” entered.
- This report shows only “Open Records,” not “Closed Records.”
- These accounts will not have a “Legal Standing” of “WFI,” “Body Writ Sent,” or “Lien Received.”
- These accounts will not have a “Judgment Entered” date.

Legal Report 24: Supplemental Fees to File

Description: This report shows supplemental attorney’s fees that need to be filed. This report is used to pull up accounts that are paid in full and that have had a supplemental examination on the debtor. If the debtor has had a supplemental exam, it indicates that you’ve had to do at least one garnishment and one supplemental exam (more work than other files) to collect the money. *If you don’t want to seek supplemental attorney’s fees, then send Satisfactions of Judgment for the debtors on this report.

Rules:

- This report shows all accounts that have a “Legal Standing” entry marked “PIF” and that have a “Judgment Entered” date.
- These accounts will have a date entered under “Supp Exam Date.”
- These accounts will not have a date entered under “Satisfaction of Judgment Sent.”

Legal Report 25: Attorney’s Fees Cut

Description: This report shows all attorneys’ fees where the court did not award the full amount of attorney’s fees sought. This report shows which judges are cutting attorneys fees and by how much. You can make a determination if there are judges you’d like to disqualify or accounts that you may want to seek supplemental attorney’s fees on.

Rules:

- This report shows all accounts where the amount of “Attorney’s Fees Awarded” is less than the amount of the “Attorney’s Fees Sought.”
- This report shows all records “Open” and “Closed” on which the attorney’s fees have been cut.

Legal Report 26: Supplemental Fees Sent to Court

Description: This report shows all applications for supplemental fees sent to court that are either awaiting the hearing date or for the judgment to be entered.

Rules:

- This report shows all accounts with "Supplemental Fees" selected under "Motion Type."
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Judgment Entered" date.

Legal Report 27: Interest and Fees

Description: This report shows all motions for interest and fees in progress after summary judgment or judgment on the pleadings. These are files that you are asking for attorney's fees, interest, and costs after you have won summary judgment. As soon as a judgment is entered the account will come off of this report.

Rules:

- This report shows all accounts with "Interest and Fees" selected under "Motion Type" and a "Start Date" or "Hearing Date" entered.
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Judgment Entered" date.

Legal Report 28: Other Motions

Description: This report shows all miscellaneous motions in progress.

Rules:

- This report shows all accounts with a "Start Date" entered under "Motions" with any of the motion types selected such as "Amended Complaint," "Appeal," "Notice of Default," "Other Motion," or "Stipulation to Judgment."
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a "Legal Standing" of "WFI," "Body Writ Sent," or "Lien Received."

Legal Standing Reports (Legal Reports 29-47):

Legal Report 29: WFI

Description: This report shows all accounts for which that are waiting for information. Change the "Legal Standing" to "WFI" when you have reached a dead end on an account and are awaiting new information such as an address, employment, or banking information before you can take steps to start collecting on the account again. You can print this report to give to your client such as a collection agency to search for new information on the debtor.

Rules:

- This report shows all accounts that have “WFI” selected under “Legal Standing.”
- This report shows only “Open Records,” not “Closed Records.”

Legal Report 30: PIF

Description: This report shows all accounts that are paid in full.

Rule:

- This report shows accounts that have “PIF” selected under “Legal Standing.”

Legal Report 31: Open

Description: This report shows all open accounts.

Rule:

- This report shows accounts that have no status selected under “Legal Standing” or a “Legal Standing” of “Body Writ Sent to Court,” “Body Writ Sent to Sheriff,” “Itemization Requested,” “Itemization Sent,” “Lien Sent,” “Lien Received,” or “WFI.”

Legal Report 32: Closed

Description: This report shows all closed accounts.

Rule:

- This report shows all accounts that have “Closed,” “Bankruptcy 7,” “Bankruptcy 11,” “Not Collected,” or “PIF” selected under “Legal Standing.”

Legal Report 33: Itemization Requested

Description: This report shows all accounts where the debtor has requested itemization on their debts and you are in the progress of getting the requested documents.

Rules:

- This report shows accounts that have “Itemization Requested” selected under “Legal Standing.”
- This report shows only “Open Records,” not “Closed Records.”

Legal Report 34: Itemization Sent

Description: This report shows all accounts where you have sent the debtor itemization documents on their debts that they requested until a judgment is entered.

Rules:

- This report shows accounts that have “Itemization Sent” selected under “Legal Standing.”
- This report shows only “Open Records,” not “Closed Records.”
- These accounts will not have a “Judgment Entered” date.

Legal Report 35: Not Collected

Description: This report shows all accounts that are deemed to not be collectable.

Rule:

- This report shows accounts that have “Not Collected” selected under the “Legal Standing.”

Legal Report 36: Lien Sent

Description: This report shows all accounts where a lien is mailed out for signatures from the debtors but has not been returned.

Rules:

- This report shows accounts that have “Lien Sent” selected under “Legal Standing.”
- This report shows only “Open Records,” not “Closed Records.”

Legal Report 37: Lien Received

Description: This report shows all accounts where there is a signed lien from a debtor. It is a good idea to follow up on the status of the lien with a letter or phone call every 6 months to a year.

Rules:

- This report shows accounts that have “Lien Received” selected under “Legal Standing.”
- This report shows only “Open Records,” not “Closed Records.”

Legal Report 38: Bankruptcy #7

Description: This report shows all accounts where the debtor has filed a Chapter 7 Bankruptcy.

Rules:

- This report shows accounts that have “Bankruptcy 7” selected under “Status.”
- This report shows only “Open Records,” not “Closed Records.”

Legal Report 39: Bankruptcy #11 or #13

Description: This report shows all accounts where the debtor has filed a Chapter 11 or 13 Bankruptcy.

Rules:

- This report shows accounts that have “Bankruptcy 11” selected under “Legal Standing.”
- This report pulls up only “Closed Records.”

Legal Report 40: Body Writ Sent to Sheriff

Description: This report shows all the arrest warrants sent to the sheriff.

Rules:

- This report shows accounts that have a "Body Writ Sent to Sheriff" selected under "Legal Standing."
- This report shows only "Open Records," not "Closed Records."

Legal Report 41: Body Writ Sent to Court

Description: This report shows all arrest warrants sent to the court that the court has not returned in 14 days.

Rules:

- This report shows accounts that have "Body Writ Sent to Court" selected under "Status" where the status date is more than 14 days old.
- This report shows only "Open Records," not "Closed Records."

Legal Report 42: Attorney Report

Description: This report shows all accounts where an attorney is representing a debtor before a judgment is entered.

Rules:

- This report shows accounts where an attorney name has been entered under "Debtor Attorney Name."
- This report shows only "Open Records," not "Closed Records."
- These accounts will not have a date entered under "Judgment Entered."

Legal Report 43: PIF with a Judgment

Description: This report shows all accounts that have been paid in full for at least five years; that have a judgment entered. These are files you may consider destroying.

Rule:

- This report shows all accounts whose "PIF" date under "Legal Standing" is more than five years old and for which there is a date entered under "Judgment Entered."

Legal Report 44: PIF without a Judgment

Description: This report shows all accounts that have been paid in full for at least five years; that has no judgment entered. These are files you may consider destroying.

Rule:

- This report shows all accounts marked “PIF” under “Legal Standing” that are more than five years old and that have no “Judgment Entered” date.

Legal Report 45: Uncollected and No Judgment

Description: This report shows all uncollectible accounts that are over five years old; that have no judgment entered. These are files you may consider destroying.

Rule:

- This report shows all filed marked “Not Collected” under “Legal Standing” that are more than five years old and that have no “Judgment Entered” date.

Legal Report 46: Bankruptcies

Description: This report shows accounts where the debtor has filed a bankruptcy that is over five years old. These are files you may consider destroying.

Rule:

- This report shows all accounts marked “Bankruptcy 7, 11 or 13” under “Legal Standing” and more than five years has lapsed since their date was entered in “Legal Standing.”

Legal Report 47: No Activity Report

Description: This report shows all open accounts with no activity for 120 days. This report alerts you to any account that may have been overlooked, so you can analyze the account and see what step needs to take place next. This report was designed as a backup to make sure no files slip through the cracks and that they are accounted for on another report.

Rules:

- This report shows all accounts in which there have been no entries of any kind (including notes) for more than 120 days.
- This report shows only “Open Records,” not “Closed Records.”
- These accounts will not have a “Legal Standing” of “WFI,” “Body Writ Sent,” or “Lien Received.”
- These accounts will not have a date entered in “Garnish Recheck Date” that is a future date.

Other Reports (Legal Reports 48-57):

Legal Report 48: Overdue Payments

Description: This report shows all open accounts that have a payment agreement with an overdue payment.

Legal Report 49: Payments Due Within the Next Week

Description: This report shows any payments for payment agreements that haven't been paid, and are due within the next 7 days.

Legal Report 50: Payments Due Within the Next 30 Days

Description: This report shows any payments for payment agreements that haven't been paid, and are due within the next 30 days.

Legal Report 51: Payments Due Within the Next 60 Days

Description: This report shows any payments for payment agreements that haven't been paid, and are due within the next 60 days.

Legal Report 52: Payments Due Within the Next 90 Days

Description: This report shows any payments for payment agreements that haven't been paid, and are due within the next 90 days.

Legal Report 53: Payments Delinquent by 90 Days

Description: This report shows any payments for payment agreements that haven't been paid, and are delinquent by 90 days.

Legal Report 54: Payments Delinquent by 60 Days

Description: This report shows any payments for payment agreements that haven't been paid, and are delinquent by 60 days.

Legal Report 55: Payments Delinquent by 30 Days

Description: This report shows any payments for payment agreements that haven't been paid, and are delinquent by 30 days.

Legal Report 56: Accounts without Payment Plans

Description: This report shows accounts that do not have a payment plan.

Legal Report 56: Payments Due Today

Description: This report shows any payments for payment agreements that are due for the current day.

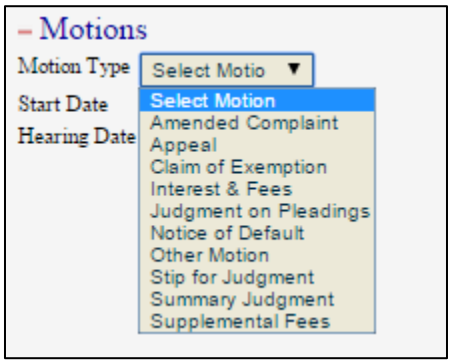
Legal Report 57: Garnishments in Default

Description: This report shows all garnishments recorded in the system that are in default.

Legal Details Screen

Motions

The following chapter will detail the available motion types for use in Simplicity.



*Any time you select a **Motion Type** under motions, you must also enter the **Motion Start Date**.*

Amend Complaint

Select "Amended Complaint" when you need to amend your complaint and you have judgment or garnishment data that you need to leave in Simplicity.

- These accounts will show up on **Legal Report 28: "Other Motions"** to remind you that this action is in progress. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".
- When you have finished this motion and need to move to your next action you will be to de-select "Amended Complaint" by clicking on "Select Motion" from the drop list to take the account off of Legal Report 28.

Appeal

"Appeal" is selected when this account is taken up on appeal. When you schedule the hearing and file the paperwork, enter the "Hearing Date."

- These accounts will show up on **Legal Report 28: "Other Motions"** to remind you that this action is in progress or that you are awaiting the hearing. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".
- When you have finished this motion and need to move to your next action you will de-select "Appeal" by clicking on "Select Motion" from the drop list to take the account off of Legal Report 28.

Claim of Exemption

Select "Claim of Exemption" when an exemption is claimed.

Interest and Fees

"Interest and Fees" is the motion you select after you have won summary judgment and you are now submitting motion to for an award of attorney's fees, interest, and costs. When you schedule the hearing and send the paperwork to the court to be filed, enter the "Hearing Date."

- **Legal Report 27: "Interest and Fees"** shows all accounts with this selected as the motion type and a start date. This list shows you which ones you are working on or awaiting the hearing date. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".
- When you win this motion after the hearing then you can enter the "Judgment Sent" date (under Judgment Information) and the account will no longer show on Legal Report 27 when a judgment has been entered.

Judgment on the Pleadings

"Judgment on the Pleadings" is selected when the defendant has filed an answer and admits to owing the debt. When you schedule the hearing and send the paperwork to the court to be filed, enter the "Hearing Date."

- **Legal Report 23: "Judgment on the Pleadings"** shows all accounts with this selected as the motion type and a start date. This list shows you which ones you are working on or awaiting the hearing date.
- When you win this motion after the hearing, select what your next action will be and change the motion type, such as "Interest and Fees" or "Stipulation for Judgment."

Notice of Default

"Notice of Default" should be selected when you are sending a notice of intent to take default to another attorney giving them a timeframe to respond before you will send the default judgment paperwork to be filed.

- All "Notice of Default" motion types will show on **Legal Report 28: "Other Motions"** when a start date has been entered. The report will allow you to see how much time has elapsed and to check the file to see if they have responded. If the time is up you can send your default judgment, call them, or send a follow up letter.
- To remove this account from Legal Report 28, change the motion type back to "Select Motion".

Other Motion

"Other Motion" is a miscellaneous motion if you have a motion that is not listed in the choices given.

- All accounts assigned the value of "Other Motion" will show up on **Legal Report 28: "Other Motions."** All legal reports can be found by clicking on the "Reports" menu and selecting "Legal Reports".
- When you are finished with this motion you will select "Select Motion" to take the account off of Legal Report 28.

Stipulation for Judgment

"Stipulation for Judgment" should be selected when you have agreed with the debtor or their attorney to stipulate to a judgment. Enter the start date, prepare the paperwork, and mail it to be signed.

- All of these accounts will show up on **Legal Report 28: "Other Motions."**
- After the stipulation has been signed and returned then you can enter the "Judgment Sent" date when you send the stipulation and judgment to be filed at the court. At this same time change the motion type back to "Select Motion Type."

Summary Judgment

"Summary Judgment" should be selected after the defendant has filed an answer and you are now moving for summary judgment. When you schedule the hearing and send the paperwork to the court to be filed, enter the "Hearing Date."

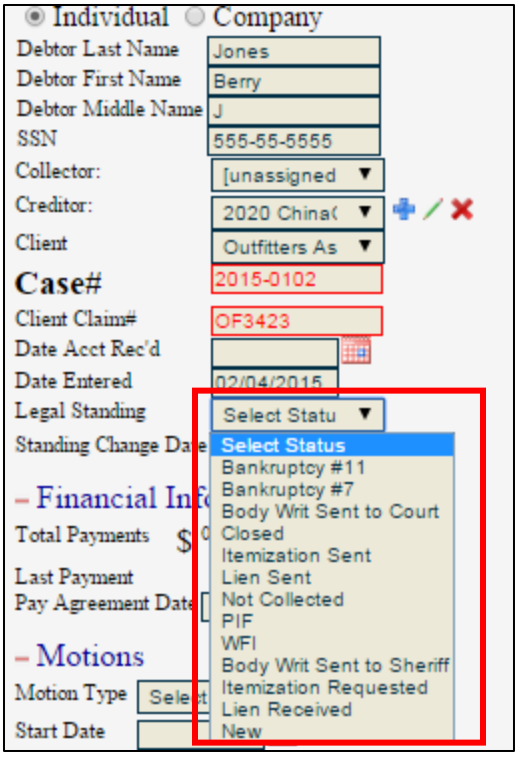
- All accounts with this motion type and a start date will appear on **Legal Report 22: "Summary Judgment."** This list shows you which ones you are working on or awaiting the hearing date. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".
- When you win this motion after the hearing, select your next action such as "Interest and Fees," or "Stip for Judgment." If you are just sending a judgment enter the "Judgment Sent" date and change the motion type back to "Select Motion Type."

Supplemental Fees

"Supplemental Fees" should be selected when you are seeking additional attorney's fees to be awarded. Use **Legal Report 24: "Supplemental Fees to File"** for a list of all accounts that you would want to apply for supplemental attorney's fees. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports". These accounts are accounts which are paid in full and have had a supplemental exam scheduled. The supplemental exam date is used as criteria because it lets you know you've had to do extra work on this account to collect the money (meaning that you've had to do at least one garnishment and one supplemental exam).

- First, select "Supplemental Fees" under motion type and enter the start date.
- Next, (this is one of the few times you delete information out of Simplicity), delete all data entered under Judgment Information, Garnishment Information, and Supplemental Information. Then change the "Legal Standing" back to "Select Status."
- Then schedule your hearing, enter the "Hearing Date," and send your motion to the court to be filed.
- All accounts with "Supplemental Fees" selected as the motion type will now appear on **Legal Report 26: "Supplemental Fees Sent to Court."** After your hearing when you win your motion, you will then submit your amended judgment. As soon as the "Judgment Entered" date is entered into Simplicity the account will no longer appear on Report 26.
- **If you don't want to seek supplemental attorney's fees, then print Legal Report 24 and send Satisfactions of Judgment on all of those accounts listed. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Legal Standing



The legal standing section is provided to give a quick summary of the legal standing of each account. Each status type under the legal standing section will be detailed in this section. Each legal standing status type is tied directly to a particular legal report in Simplicity. Legal standings are not intended to be "all inclusive" and can be used in conjunction with customized status types.

The following legal standing status types are available in Simplicity:

Select Status: means the account is in an open status.

1. Each time a legal standing status is changed, the **Standing Change Date** is automatically updated with the current date. This date can be changed by the user if needed by manually typing a new date in the box provided, or selecting the correct date from the corresponding calendar icon.

Bankruptcy #11: Bankruptcy #13 is selected when you receive the notice that the debtor has filed Chapter 11 or 13 Bankruptcy. Since you can no longer collect on this account, selecting Bankruptcy #11 closes the account.

2. Any account with a Legal Standing of "Bankruptcy #11" will show up on Legal Reports 39 and 46. These reports can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Bankruptcy #7: is selected when you receive the notice that the debtor has filed Chapter 7 Bankruptcy. Since you can no longer collect on this account, selecting "Bankruptcy #7" closes the account.

3. Any account with a Legal Standing of "Bankruptcy #7" will show up on Legal Reports 38 and 46. These reports can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Body Writ Sent to Court: is selected when you send a body writ or an arrest warrant to the court to be entered and signed by the judge.

4. If the court has failed to return the writ within 14 days, the account will show up on Legal Report 41. You can follow up with the court to see why the paperwork has not been returned, or to check your file to see if it has been returned but not sent to the sheriff. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Closed: is a Legal Standing you can choose if you just want to close a file and it's not paid in full, in bankruptcy, or uncollectible but you just need to close it.

Itemization Requested: selected when the debtor has requested a copy of an itemized bill or documentation of the debt you are suing them on. This legal standing would show on Legal Report 33 so you have a list of accounts that you need to get documents on either from the collection agency, hospital, or the provider of the service for which a bill is owed. As soon as you receive the documentation, mail it to them, and change the "Legal Standing" to "Itemization Sent."

Itemization Sent: after you received the documents you requested and now you have mailed them to the debtor. These accounts will show on Legal Report 34: "Itemization Sent" and will now show on Legal Report 6: "Default Judgments to File" if they meet the criteria of being ready for a judgment to be filed. These accounts will stay on Legal Report 34 until a "Judgment Entered" date is entered.

Lien Sent: selected as the legal standing when you have made an agreement with the debtor or their attorney that they will sign a lien for you. "Lien Sent" is the date you sent it out for their signatures. This will show on Legal Report 36 so you can follow up to make sure it is returned in a timely manner. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Not Collected: is the legal standing you will choose when you have determined there is essentially no way to collect money from the debtor even from garnishments, bank garnishments, payments. Choosing "Not Collected" as the legal standing closes the file.

PIF: PIF, meaning paid in full is the legal standing you will choose when the account has been paid in full. "PIF" closes the account.

5. All accounts with the legal standing of "PIF" appear on either Legal Report 43: "PIF with a Judgment" or Legal Report 44: "PIF without a Judgment." These reports can be found by clicking on the "Reports" menu and selecting "Legal Reports".
6. If a Judgment has been entered, "PIF" is also a trigger for Legal Report 10: "Satisfactions to Serve" and Legal Report 24: "Supplemental Fees to File." These reports can be found by clicking on the "Reports" menu and selecting "Legal Reports".

WFI: WFI, meaning waiting for information is the legal standing you choose when there is no further action you can take until you get a current address or current employment or banking information.

7. All accounts with this legal standing ill appear on Legal Report 29: "WFI." You can use this list to search for new information or have your client search for new information on the debtor. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Body Writ Sent to Sheriff: As soon as the body writ or arrest warrant has been signed and returned from the court, you need to change the Legal Standing to "Body Writ Sent to Sheriff" and send the writ and paperwork to the sheriff in order for an arrest to be made.

8. Legal Report 40 will show all arrest warrants sent to the sheriff. This report can be found by clicking on the "Reports" menu and selecting "Legal Reports".

Lien Received: is selected as the legal standing when you have received the signed lien from the debtor.

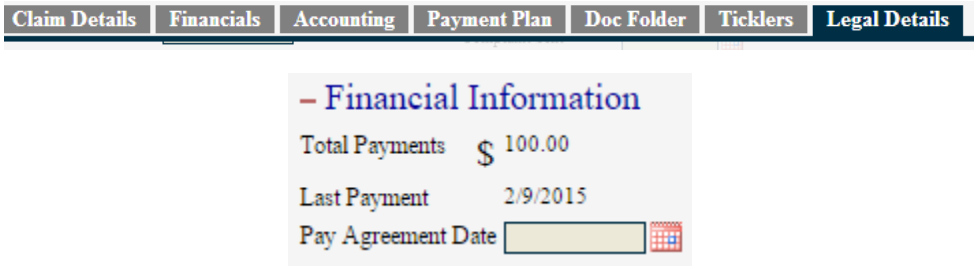
9. All Liens Received or liens in place will show up on Legal Report 37. It is a good idea to follow up on the status of the lien with a letter or phone call every 6 months to a year.

For example: If the debtor has a personal injury lawsuit currently going on and they sign a lien saying that if they win and get paid you will get paid on this debt. Then you can follow up to see what the status of the personal injury lawsuit is and when they go to trial. Then you will have an idea of when the lien will pay out and to make sure they follow through.

New: This can be selected when their Legal Standing is New and not yet ready for one of the other statuses.

Financial Information

This chapter is intended to address only the **Financial Information** section on the **Legal Details** tab in Simplicity. This section is used only as a quick reference to show the total number of payments made, when the last payment was made, and if there is a payment agreement date made by the debtor. This section is strictly for convenience when working through the legal hurdles of an account. Detailed financial information can be seen on the **Financials** tab, and instructions on entering this financial data can be found in Chapter 17 of this manual.



The following fields are available for display under the "Financial Information" section on the account details tab.

1. **Total Payments** represents the total amount of payments made towards this account calculated by transactions under the **Financials** tab. (Please see Chapter 17: Financials for entering payments.)
2. **Last Payment** is the date of the last payment that was applied to this account.
3. **Pay Agreement Date** is the date that the debtor has agreed to make a future payment or if the sheriff has a garnishment payment that will be disbursed at a future date.

Complaint Information

Once you have an account saved in the system, you are ready to start tracking that account through the legal process. Simplicity is structured to provide you a quick look at how each account is doing, and where each account is in the legal process. Reading from left to right on the **Legal Details** tab, Simplicity provides the legal details for each account on a single screen. As complaints are the first step in the legal process, we will start with explaining how to correctly enter complaint data into the system.

The following steps detail the data fields found in the **Complaint Information** section of the Legal Details tab including reports that are triggered by data entered. Any account entered into Simplicity without a **Complaint Sent date** will appear on **Legal Report 1: "Complaints to File".** This report can be found by clicking on the **Reports** menu and selecting **Legal Reports**.

1. The **Complaint Amount** is the dollar amount of the complaint you filed.
2. Under **County** click the drop down box to give you a list of counties you can choose from. Then select the county that you are filing this complaint and summons in. Additional counties can be added to Simplicity by any user with admin or superuser privileges. For more information on how to add additional counties to your Simplicity program, please refer to Chapter 14 of this manual.
3. When you send the complaint to the court, fill out the correct date in the **Complaint Sent** field. You can either manually enter the date or click on the calendar icon next to the box and click on the correct date.
    a. This date triggers **Legal Report 2: "Complaints Sent to Court for Filing."** This report can be found by clicking on the **Reports** menu and selecting **Legal Reports.** The account will show up on that report if the complaint sent date is more than 21 days old, alerting you to the fact that the court has not returned the complaint after 3 weeks.
4. You will enter the **Complaint Filed date** after you get the summons and complaint back from the courthouse. This date will be the date that the court has stamped it or the judge signed it. You can either manually enter the date or click on the calendar icon next to the box and click on the date. At this same time you will enter the **Court Number** which is the account number that the court has assigned your account.

a. The **Complaint Filed date** triggers **Legal Report 3: "Filed Complaints to Be Served."** This report can be found by clicking on the **Reports** menu and selecting **Legal Reports.** All accounts with a **Complaint Filed date** but no **Sent for Service date** will appear on this report giving you a list of accounts of complaints and summons that need to be served on the debtors.

5. When you send the complaint and summons out to be served you will enter the date you sent the lawsuit out to be served in the **Sent for Service** box. At this same time you click the drop down box and select the **Process Server** you are using. If your process server does not appear in the drop list provided, please refer to Chapter 14 for further details regarding adding additional process servers to your Simplicity program.

    a. The **Sent for Service date** triggers **Legal Report 4: "Process Server"** which gives a list of all complaints that are out for service. This report can be found by clicking on the **Reports** menu and selecting **Legal Reports.**

    b. The **Sent for Service date** also triggers **Legal Report 5: "Process Server (Over 4 Weeks Old)."** This report can be found by clicking on the **Reports** menu and selecting **Legal Reports.** This report shows all accounts that the process server has had over 4 weeks to try serving. You can then follow up with the process server to check on the status of the serve. This report can also help you identify which process servers are more timely and efficient.

6. When the process server returns the affidavit of service you will enter the **Complaint Served date.**

    a. This date triggers **Legal Report 6: "Default Judgments and Abstracts to File and Record."** This report can be found by clicking on the **Reports** menu and selecting **Legal Reports.** If the **Complaint Served date** is older than 30 days along with a few other criteria (please see Chapter 12 on Legal Reports) are met the accounts will show on this report giving you a list of all files that need default judgments and abstract of judgments paperwork sent to the court.

7. If the debtor files an answer you enter the date it was filed with the court in the **Answer Filed** box.

    a. If they have filed an answer you will need to select what your next action will be under the heading **Motions** in the drop down box such as **Summary Judgment**, **Judgment on the Pleadings** or **Stipulation to Judgment** and type in the **Start Date.**

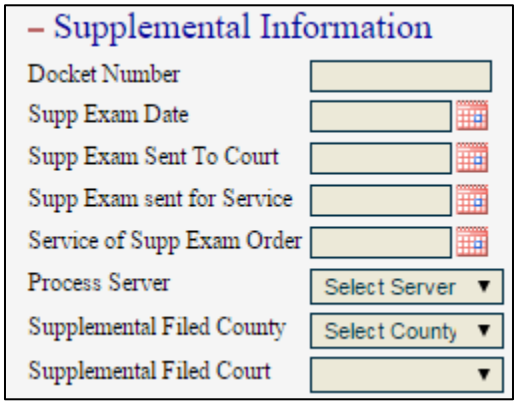
8. If the debtor has an attorney, you will enter his/her name in the **Debtor Attorney Name** box.

    a. **Legal Report 42 "Attorney Report"** lists all debtors with attorneys (except it won't list them if there is a judgment entered). This gives you a list of which attorney's you are currently working with. It also provides a reminder of attorneys you may need to call or send a letter to. This report can be found by clicking on the **Reports** menu and selecting **Legal Reports**.

*The **ONLY** time information should be deleted from this section is if you were starting over and filing an amended complaint.*

Supplemental Information

The following chapter will detail the **Supplemental Information** section and data elements available for use in Simplicity.



1. Use **Legal Report 19: "Supplemental Exams to Schedule"** for a list of all debtors who need orders of examination paperwork prepared.
2. Call and schedule with the court clerk the hearing date for the supplemental examination. Then enter the **Supp Exam Date** as the hearing date scheduled with the court. At this same time select the **Supplemental Filed County** which is the county where the hearing will take place which needs to be the county where the debtor resides.
3. The **Supp Exam Sent to Court** is the date you sent the supplemental examination order and paperwork to be entered at the court and for the judge's signature.
    a. This date triggers **Legal Report 20: "Supplemental Exams Sent to Court"** and the account will appear on this list if the paperwork has not been returned after 21 days.
4. As soon as the supplemental examination information is returned from the court, you will send the order to be served personally on the debtor by a process server. At this time you will enter the **Supp Exam sent for Service** and select the **Process Server** that you are using in the drop down box.
    a. You can add additional **Process Servers** to the drop down list. (Please see the Chapter 14: Administrator and Super User Settings on how to do this.)
5. When the process server returns their affidavit of service you will enter the Service of **Supp Exam Order** as the date the debtor was served.
    a. If they are unable to serve it you may select **WFI** as the legal standing so it shows a list of debtors you need to do new employment or address searches on.
6. **Legal Report 21: "Supplemental Exam Schedule"** lists all debtors with a supplemental exam hearing date. You can view this list to see what hearings you have for the upcoming week or month. You can also use it to reconcile your calendar.
    a. This report also shows you if the order was served or not. If it has not, you can follow up with the process server or vacate the hearing.
7. The **Docket Number** is optional, but you can enter it to view it for your convenience or preference.

One of the only times you would need to delete information out of this section is if you are sending a new supplemental exam. Then you would delete the information and start this process over. The other time would be if you are submitting a motion for supplemental attorney's fees (Please see Chapter 9: Motions for information regarding this.)

Judgment Information

After you have successfully entered your complaint information into Simplicity, the Judgment section will be available for entering data. This chapter will address the specific data elements found in the judgment section and how those elements relate to the legal reports provide by Simplicity.

Use Legal Report 6: "Default Judgments and Abstracts to File and Record" to determine which accounts need judgment paperwork prepared. After you have prepared the paperwork, enter the **Judgment Sent** date as the date you sent the judgment and abstract of judgment to the court for filing. This report can be found by clicking on the **Reports** menu and selecting **Legal Reports**. Filling in the **Judgment Sent** date triggers **Legal Report 7: "Default Judgments Sent to Court."** The account will show up on this report if the date is more than 21 days old without a **Judgment Entered** date alerting you that the court has not returned the paperwork within 3 weeks.

1. When the judgment is returned from the court to you enter the **Judgment Entered** date which should be the date the court entered the judgment. At this time you will also enter the **Judgment Amount** which is the total amount of the judgment awarded.
2. Upon receiving the judgment paperwork back from the court, enter the **Attorney Fees Sought** which is the amount of attorney's fees you asked the judge to award in your judgment. Then you will enter the **Attorney's Fees Awarded** which is the amount the judge actually granted you in attorney's fees.
    a. If the attorney fees sought and attorney feeds awarded amounts are not the same, the account will show up on **Legal Report 25: "Attorney's Fees Cut."** This report details which judges are cutting your attorney fees and aids you in determining if there are specific judges you would like to disqualify.
3. Enter the name of the judge. The **Name of the Judge** is where you will type the judge's name presiding over this account.
4. When the recorded Abstract of Judgment comes back from the courthouse you will enter the date it was recorded in the **Abstract Recorded** box.
5. You will select the county you recorded the Abstract of Judgment in the **County Abstracted** box.

a. You may choose to record the Abstract of Judgment in a county other than the county the complaint is filed for reasons such as: they live in a different county, or they own property in another county.
b. Counties can be added to this list. (Please see the Chapter 14 on Administrator and Super User Settings.)

6. The **Judgment Expiration** is an optional date that you can enter if you know when under state law the judgment will expire.

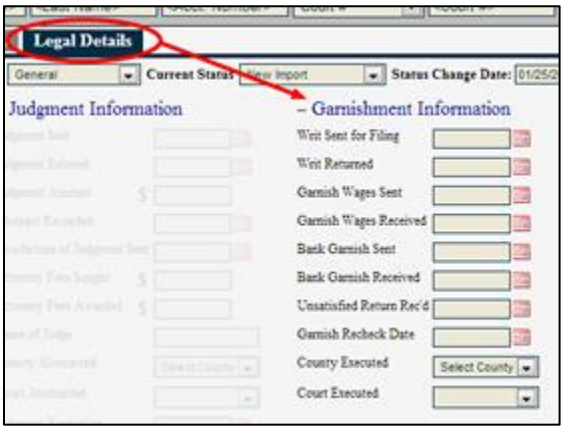
The **Judgment Entered** date is what triggers **Legal Report 9: "Renew Judgments."** Any account will show up on Legal Report 9 if the **Judgment Entered** date is more than 56 months old. For states where judgments expire after 5 years, this provides you with 4 months of notice before the judgment expires, so you can send a motion to the court to renew the judgment.

The **Satisfaction of Judgment** is the date you send the satisfaction of judgment paperwork to be filed and recorded after the account has been paid in full. **Legal Report 10: Satisfactions to Serve** gives you a list of accounts that need this paperwork completed. The **County Abstracted** v. the **County Filed** will be listed on that report so you know which county to file the Satisfaction in and which county to record it in.

*The **ONLY** time you would need to delete information from this section is if you are sending an amended judgment or a renew judgment. Then you would delete the information and enter the new judgment sent date.*

Garnishment Information

Completing the **Judgment Section** allows you access to enter information in the **Garnishment Information** section of the **Legal Details** tab. This section will detail the steps and legal reports involved with each field in the Garnishment Information section of Simplicity.



1. Use **Legal Report 11: "Writs to Send to Court" and Legal Report 12; "No Payment after Supplemental Exam"** to determine which accounts are ready for garnishments. These reports can be found by clicking on the **Reports** menu and selecting **Legal Reports**.
2. For **Writ Sent for Filing** you will enter the date you sent the writ and garnishment paperwork to be filed with the court. You can either manually enter the date or you may click on the calendar icon next to it and select the date.
    a. Entering this date triggers **Legal Report 13: "Writ Sent to Court"** which alerts you that the court has not returned your paperwork within 14 days.
3. The **Writ Returned** date is the date you receive the writ back from the courthouse. Enter this date once you have received the writ back from the courthouse.
4. The **Garnish Wages Sent** is the date you sent the writ and garnishment paperwork to the sheriff immediately after it has been returned from the court. At this same time, select the **County Executed** which is the county of the sheriff that you sent the garnishment to.
    a. Entering the **Garnish Wages Sent** date triggers **Legal Report 15: "Wage Garnishment Sent, but No Payment Received"** which lists the accounts that you have not had a payment or unsatisfied return from the sheriff within 90 days.
    b. If your Executed County does not appear under the current drop down list in this section please refer to Chapter 14 of this manual for information on how to add additional counties.
5. The **Garnish Wages Received** is the date you received the garnishment check from the sheriff. Enter this date the same time you enter the payment.
    a. If it is a continuing garnishment, you enter the date when you received the first garnishment check and you don't need to change the date when you receive the next one.
    b. This date triggers **Legal Report 16: "Status of Wage Garnishments in Place"** which lists the accounts with garnishments in place that haven't had a payment for 60 days.

6. The **Bank Garnish Sent** is the date you sent the writ and bank garnishment paperwork to the sheriff. At the same time you enter this date, select **County Executed** which is the county of the sheriff you sent the bank garnishment to.
    a. Entering the **Bank Garnish Sent** date triggers **Legal Report 18: "Status of Bank Garnishments, but no Payment Received"** if we did not receive a garnishment check after 60 days.
7. The **Bank Garnish Received** is the date you received the garnishment check from the sheriff. Enter this date the same time you enter the payment.
8. The **Unsatisfied Return Rec'd** date is the date the sheriff returned the garnishment unsatisfied.
    a. Entering the **Unsatisfied Return Rec'd** date triggers **Legal Report 19: "Supplemental Exams to Schedule."**
9. The **Garnishment Recheck Date** is the date where the debtor already has a garnishment in place and you have to wait until it is paid off before you can submit your garnishment. Estimate the amount of time until the prior garnishment will be finished and enter that date or enter a future date when you'd like to follow up on the status of that garnishment. **Legal Report 17: "Wage Garnishment Recheck"** keeps a list of all debtors that already have garnishments in place, so you can follow up with them or the sheriff when the other garnishment is getting close to being paid. You can then send your garnishment when the other one is finished.
    a. You can also use this date for debtors who have seasonal work or unemployed for periods of time during the year and you want to check on the status of their employment in the spring.

*The **ONLY** time dates should be deleted out of this section is if you are sending a new garnishment, then you would delete all dates as if you were starting over. Then enter your new writ sent for filing date and repeat the process detailed above.*

Appendix B – DocGen MailMerge Tags

This index contains the descriptions of some of the mail merge tags you will use in your DocGen templates. Custom fields that you create will also be included in your mail merge data source.

Mail Merge: **Tags that can be used with DocGen Templates:**

New tags are added periodically by our programmers. You can retrieve the most updated list of mail merge data tags by going to Help > DocGen Help and downloading the datasource file in Step #1.

Mail Merge Tag	Description
«case_number»	Account number in Simplicity.
«debtor_first_name»	Debtors first name, if debtor is an individual.
«debtor_last_name»	Debtors last name, if debtor is an individual.
«debtor_company_name»	Company name of debtor, if debtor is a company.
«client_claim_number»	The claim number used by the client to track the claim.
«account_received_date»	The date the account was received.
«date_entered_in_simplicity»	The date the account was entered into the Simplicity system.
«judgment_satisfied_date»	The date the judgment was satisfied.
«complaint_sent_date»	The date the complaint was sent.
«complaint_filed_date»	The date the complaint was filed.
«complaint_amount»	The amount of the complaint.
«complaint_summons_sent_date»	The date the summons was sent.
«complaint_summons_served_date»	The date the summons was served.
«court_number»	The number assigned by the court.
«judgment_sent_date»	The date the judgment was sent.
«judgment_entered_date»	The date the judgment was entered.
«judgment_amount»	The amount of the judgment.
«abstract_recorded_date»	The date the abstract was recorded.
«writ_sent_date»	The date the writ of execution was sent.
«satisfaction_judgment_sent_date»	The date the satisfaction of judgment was sent.
«supplemental_exam_date»	The date for supplemental exam.
«abstracted_county_name»	The name of the county where the abstract was filed.
«abstracted_court_address»	The address of the abstracted courthouse.
«abstracted_court_address_line_2»	The second address line of the abstracted courthouse (i.e. apt #, suite, etc)
«abstracted_court_state»	The state of the abstracted courthouse.
«abstracted_court_city»	The city of the abstracted courthouse.

«abstracted_court_zip»	The zip code of the abstracted courthouse.
«abstracted_sheriff_address»	The address of the abstracted sheriff house.
«abstracted_sheriff_address_line_2»	The second address line of the abstracted sheriff station(i.e. apt #, suite, etc)
«abstracted_sheriff_state»	The state of the abstracted sheriff station.
«abstracted_sheriff_city»	The city of the abstracted sheriff station
«abstracted_sheriff_zip»	The zip code of the abstracted sheriff.
«judgment_county_name»	The name of the county where the judgment was filed.
«judgment_court_address»	The address of the judgment courthouse.
«judgment_court_address_line_2»	The second address line of the judgment courthouse (i.e. apt #, suite, etc)
«abstracted_court_state»	The state of the judgment courthouse.
«judgment_court_city»	The city of the judgment courthouse.
«judgment_court_zip»	The zip code of the judgment courthouse.
«judgment_sheriff_address»	The address of the judgment sheriff house.
«judgment_sheriff_address_line_2»	The second address line of the judgment sheriff station(i.e. apt #, suite, etc)
«judgment_sheriff_state»	The state of the judgment sheriff station.
«judgment_sheriff_city»	The city of the judgment sheriff station
«judgment_sheriff_zip»	The zip code of the judgment sheriff.
«executed_county_name»	The name of the county where the execution was filed.
«executed_court_address»	The address of the execution courthouse.
«executed_court_address_line_2»	The second address line of the execution courthouse (i.e. apt #, suite, etc)
«executed_court_state»	The state of the execution courthouse.
«executed_court_city»	The city of the execution courthouse.
«executed_court_zip»	The zip code of the execution courthouse.
«executed_sheriff_address»	The address of the execution sheriff house.
«executed_sheriff_address_line_2»	The second address line of the execution sheriff station(i.e. apt #, suite, etc)
«executed_sheriff_state»	The state of the execution sheriff station.
«executed_sheriff_city»	The city of the execution sheriff station
«abstracted_sheriff_zip»	The zip code of the execution sheriff station.
«client_name»	The name of the Client.
«client_contact»	The name of the contact person for the Client.
«client_address_one»	The clients address, line 1.
«client_address_two»	The clients address, line 2.
«client_state»	The clients address state.

«client_city»	The clients address city.
«client_zip»	The clients address zip.
«client_phone»	The clients phone number.
«client_fax»	The clients fax number.
«client_cell»	The clients cell number.
«client_email»	The clients email number.
«debtor_address_one»	The debtor's address, line 1.
«debtor_address_two»	The debtor's address, line 2.
«debtor_state»	The debtor's address state.
«debtor_city»	The debtor's address city.
«debtor_zip»	The debtor's address zip code.
«debtor_phone»	The debtor's phone number.
«debtor_fax»	The debtor's fax number.
«debtor_cell»	The debtor's cell number.
«debtor_email»	The debtor's email address.
«debtor_s_s_n»	The debtor's Social Security Number.
«debtor_dob»	The debtor's date of birth.
«current_balance_due»	The current balance due for the case.
«current_date»	The current date, when the document was generated.
«original_creditor»	The original creditor for the case.
«total_interest»	Total interest accrued for the case.
«total_costs»	Total costs accrued for the case.
«total_payments»	Total payments received for the case.
«debtor_aka»	Debtors AKA name, if debtor is an individual.
«garnish_return_days»	Number Garnishment Return Days
«employer_name»	Employer name.
«employer_address_one»	Employer's address, line 1.
«employer_address_two»	Employer's address, line 2.
«employer_contact»	Name of contact at the Employer.
«employer_state»	Employer's address state.
«employer_city»	Employer's address city.
«employer_zip»	Employer's address zip.
«employer_phone»	Employer's phone number.
«employer_fax»	Employer's fax number.
«employer_cell»	Employer's cell number.
«employer_email»	Employer's email address.
«employer_notes»	Notes / Memo for Employer.
«creditor»	The name of the creditor.

Keywords: **Tags that can be used with DocGen Templates:**

Note: Keywords are no longer supported in Simplicity. They can be used but documents containing keyword functionality will not be supported.

Key Words that can be used with Simplicity Templates:

Keyword	Description
[abstract-recorded-date]	The date the abstract was recorded.
[abstract-recorded-date-f2]	The date the abstract was recorded. Formatted: May 3, 2011
[abstracted-county-name]	The name of the county where the abstract was filed.
[abstracted-court-address]	The address of the abstracted courthouse.
[abstracted-court-address-line-2]	The second address line of the abstracted courthouse (i.e. apt #, suite, etc)
[abstracted-court-city]	The city of the abstracted courthouse.
[abstracted-court-email]	The email address of the court where the judgment was abstracted.
[abstracted-court-fax-number]	The fax number of the court where the judgment was abstracted.
[abstracted-court-phone-number]	The phone number of the court where judgment was abstracted.
[abstracted-court-state]	The state of the abstracted courthouse.
[abstracted-court-zip]	The zip code of the abstracted courthouse.
[abstracted-sheriff-address]	The address of the abstracted sheriff house.
[abstracted-sheriff-address-line_2]	The second address line of the abstracted sheriff station(i.e. apt #, suite, etc)
[abstracted-sheriff-city]	The city of the abstracted sheriff station
[abstracted-sheriff-state]	The state of the abstracted sheriff station.
[abstracted-sheriff-zip]	The zip code of the abstracted sheriff.
[account-received-date]	The date the account was received.
[account-received-date-f2]	The date the account was received. Formatted: May 3, 2011
[attorney-fees-sought]	The Attorney's fees being sought.
[bank-account-number]	Debtor's Bank Account Number
[bank-name]	Name of Debtor's Bank.
[blah-blah]	
[case-number]	File number for the case.
[client-address-one]	The clients address, line 1.
[client-address-two]	The clients address, line 2.
[client-cell]	The clients cell number.
[client-city]	The clients address city.

[client-claim-number]	The claim number used by the client to track the claim.
[client-contact]	The name of the contact person for the Client.
[client-email]	The clients email number.
[client-fax]	The clients fax number.
[client-name]	The name of the Client.
[client-phone]	The clients phone number.
[client-state]	The clients address state.
[client-zip]	The clients address zip.
[complaint-amount]	The amount of the complaint.
[complaint-filed-date]	The date the complaint was filed.
[complaint-filed-date-f2]	The date the complaint was filed. Formatted: May 3, 2011
[complaint-sent-date]	The date the complaint was sent.
[complaint-sent-date-f2]	The date the complaint was sent. Formatted: May 3, 2011
[complaint-summons-sent-date]	The date the summons was sent.
[complaint-summons-sent-date-f2]	The date the summons was sent. Formatted: May 3, 2011
[complaint-summons-served-date]	The date the summons was served.
[complaint-summons-served-date-f2]	The date the summons was served. Formatted: May 3, 2011
[court-number]	The number assigned by the court.
[creditor]	The name of the creditor.
[current-balance-due]	The current balance due for the case.
[current-claim-status]	The current status of the claim/case
[current-date]	The current date, when the document was generated.
[current-date-f2]	The current date, when the document was generated. Formatted: May 3, 2011
[date-entered-in-simplicity]	The date the account was entered into the Simplicity system.
[date-entered-in-simplicity-f2]	The date the account was entered into the Simplicity system. Formatted: May 3, 2011
[debtor-address-one]	The debtor's address, line 1.
[debtor-address-two]	The debtor's address, line 2.
[debtor-aka]	Debtors AKA name, if debtor is an individual.
[debtor-cell]	The debtor's cell number.
[debtor-city]	The debtor's address city.
[debtor-company-name]	Company name of debtor, if debtor is a company.
[debtor-dob]	The debtor's date of birth.
[debtor-dob-f2]	The debtor's date of birth. Formatted: May 3, 2011
[debtor-email]	The debtor's email address.
[debtor-fax]	The debtor's fax number.
[debtor-first-name]	Debtors first name, if debtor is an individual.

[debtor-last-name]	Debtors last name, if debtor is an individual.
[debtor-phone]	The debtor's phone number.
[debtor-s-s-n]	The debtor's Social Security Number.
[debtor-state]	The debtor's address state.
[debtor-zip]	The debtor's address zip code.
[default-entered]	The date that the default was entered.
[default-type]	
[employer-address-one]	Employer's address, line 1.
[employer-address-two]	Employer's address, line 2.
[employer-cell]	Employer's cell number.
[employer-city]	Employer's address city.
[employer-contact]	Name of contact at the Employer.
[employer-email]	Employer's email address.
[employer-fax]	Employer's fax number.
[employer-name]	Employer name.
[employer-notes]	Notes / Memo for Employer.
[employer-phone]	Employer's phone number.
[employer-state]	Employer's address state.
[employer-zip]	Employer's address zip.
[executed-county-name]	The name of the county where the execution was filed.
[executed-court-address]	The address of the execution courthouse.
[executed-court-address-line-2]	The second address line of the execution courthouse (i.e. apt #, suite, etc)
[executed-court-city]	The city of the execution courthouse.
[executed-court-state]	The state of the execution courthouse.
[executed-court-zip]	The zip code of the execution courthouse.
[executed-sheriff-address]	The address of the execution sheriff house.
[executed-sheriff-address-line-2]	The second address line of the execution sheriff station(i.e. apt #, suite, etc)
[executed-sheriff-city]	The city of the execution sheriff station
[executed-sheriff-state]	The state of the execution sheriff station.
[executed-sheriff-zip]	The zip code of the execution sheriff station.
[garnish-return-days]	Number Garnishment Return Days
[judgment-amount]	The amount of the judgment.
[judgment-county-name]	The name of the county where the judgment was filed.
[judgment-court-address]	The address of the judgment courthouse.
[judgment-court-address-line-2]	The second address line of the judgment courthouse (i.e. apt #, suite, etc)
[judgment-court-city]	The city of the judgment courthouse.
[judgment-court-state]	The state of the judgment courthouse.

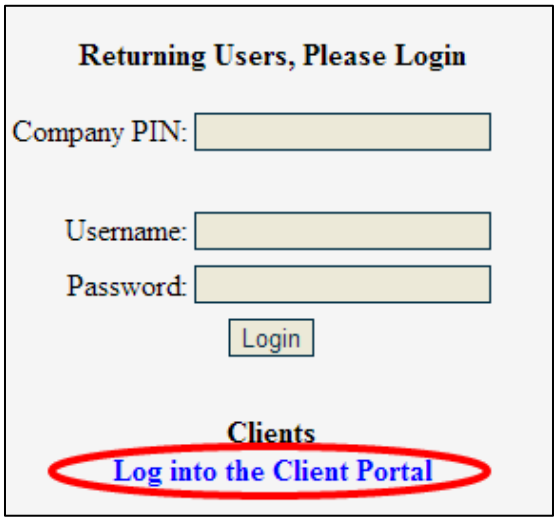
[judgment-court-zip]	The zip code of the judgment courthouse.
[judgment-entered-date]	The date the judgment was entered.
[judgment-entered-date-f2]	The date the judgment was entered. Formatted: May 3, 2011
[judgment-satisfied-date]	The date the judgment was satisfied.
[judgment-satisfied-date-f2]	The date the judgment was satisfied. Formatted: May 3, 2011
[judgment-sent-date]	The date the judgment was sent.
[judgment-sent-date-f2]	The date the judgment was sent. Formatted: May 3, 2011
[judgment-sheriff-address]	The address of the judgment sheriff house.
[judgment-sheriff-address-line-2]	The second address line of the judgment sheriff station(i.e. apt #, suite, etc)
[judgment-sheriff-city]	The city of the judgment sheriff station
[judgment-sheriff-state]	The state of the judgment sheriff station.
[judgment-sheriff-zip]	The zip code of the judgment sheriff.
[original-claim-amount]	The amount of the orginal claim.
[original-claim-interest-rate]	The interest rate of the original claim.
[original-creditor]	The original creditor for the case.
[satisfaction-judgment-sent-date]	The date the satisfaction of judgment was sent.
[satisfaction-judgment-sent-date-f2]	The date the satisfaction of judgment was sent. Formatted: May 3, 2011
[supplemental-exam-date]	The date for supplemental exam.
[supplemental-exam-date-f2]	The date for supplemental exam. Formatted: May 3, 2011
[total-costs]	Total costs accrued for the case.
[total-interest]	Total interest accrued for the case.
[total-payments]	Total payments received for the case.
[writ-sent-date]	The date the writ of execution was sent.
[writ-sent-date-f2]	The date the writ of execution was sent. Formatted: May 3, 2011

Appendix C - Online Client Portal

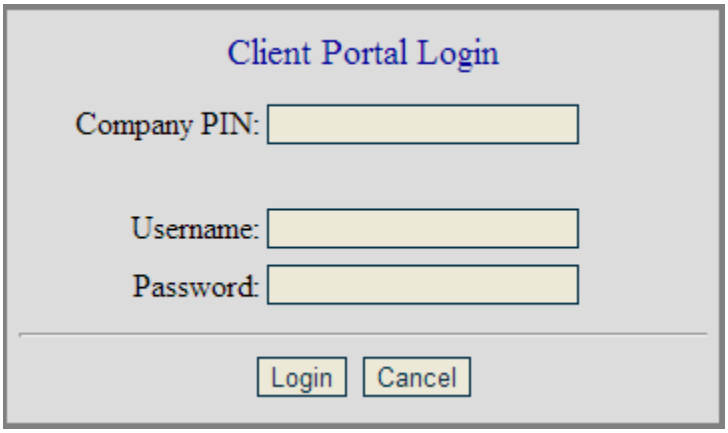
With the online client portal, your clients can review accounts, add accounts, submit bulk files, and print debtor statements.

Login Directions

1. Go to the login page at app.simplicitycollect.com.
2. Beneath the **Company PIN, Username** and **Password** fields, you will see a heading called **"Clients"** with a hyperlink that says **Log into the Client Portal.** Click on that hyperlink.



3. The Client Portal Login box will pop up. Enter the **Company PIN**, **Username**, and **Password** provided by the Simplicity customer.



4. Click the **Login** button.

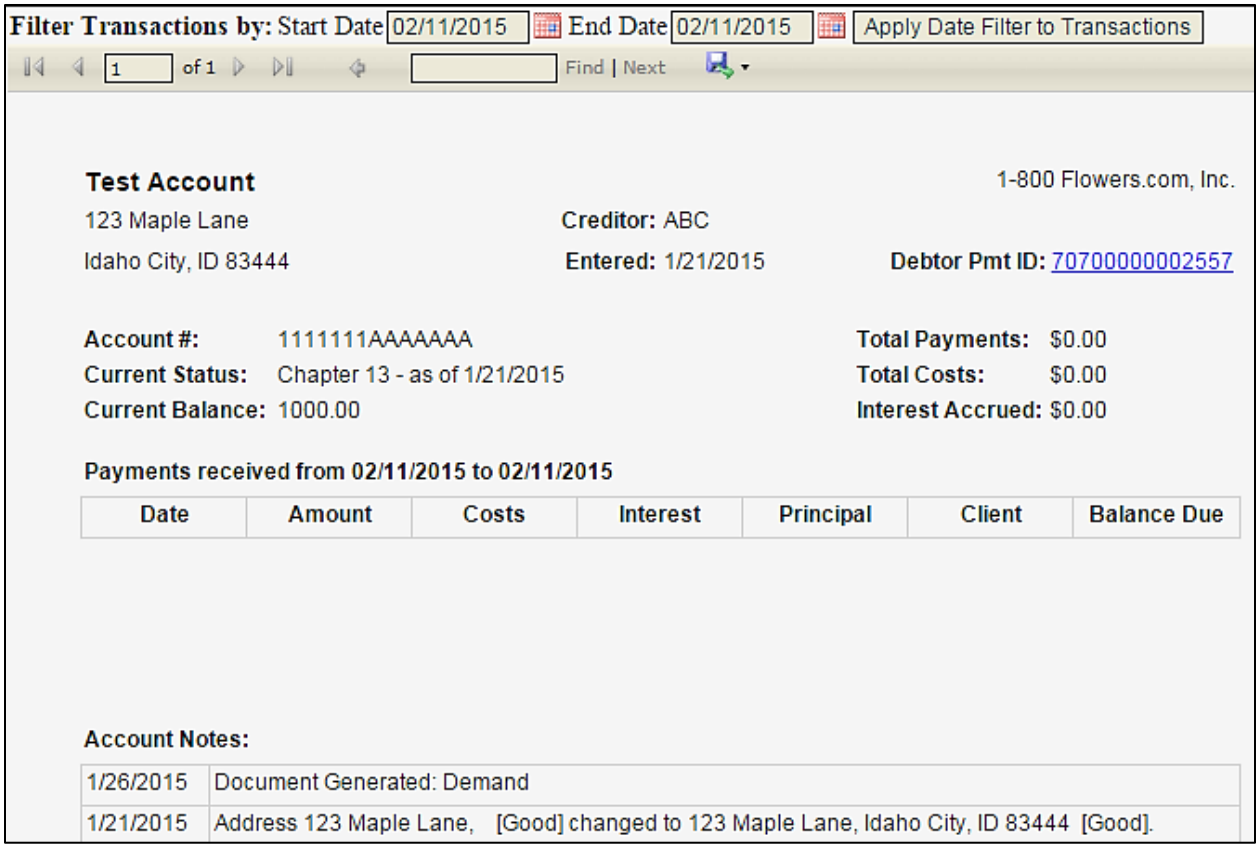
Search for an Account

1. In the Client Portal, you will see a gray bar along the top of the screen. Along this bar are search boxes where you can search for an account by typing in any combination of the debtors **First/Company Name**, **Last Name**, **Claim #**, **All Statuses** and **Any**.

2. When sufficient criteria is entered in the corresponding fields click the search button . If you want to search for all accounts, you can leave the criteria boxes blank.
3. Accounts that corresponding with the search criteria will appear in a list on the left side of the screen.

Name	Claim #
Schmo, Joe Trouble	239d12398443
Sheetz, Brian	
Smith, Deborah	
Smith, Cindy D	
Smith, Albert C	
Smith, Melanie V.	
Smith, Melanie	
Smith, Adam	
smit, jogn	54556
Smith, Alex	

4. Clicking on the account from the list will open the account on the right side of the screen.
5. This information can be downloaded by clicking the image that looks like a floppy disk . The file can be downloaded as an Excel, PDF, or Word file.

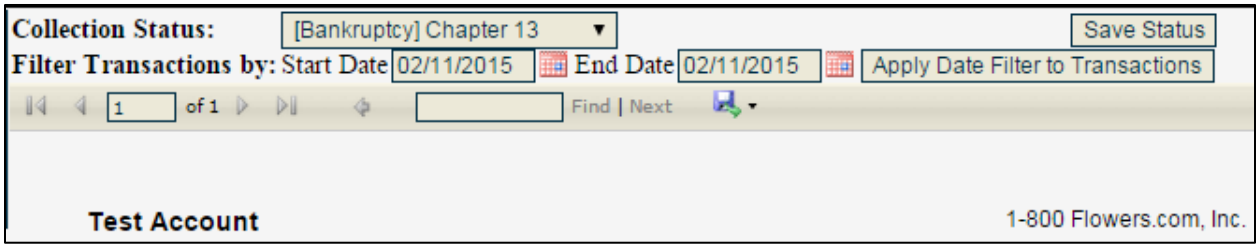

Filter Transactions by: Start Date 02/11/2015 End Date 02/11/2015 Apply Date Filter to Transactions
1 of 1 Find | Next
Test Account
123 Maple Lane
Idaho City, ID 83444
1-800 Flowers.com, Inc.
Creditor: ABC
Entered: 1/21/2015
Debtor Pmt ID: 70700000002557
Account #: 1111111AAAAAAA
Current Status: Chapter 13 - as of 1/21/2015
Current Balance: 1000.00
Total Payments: $0.00
Total Costs: $0.00
Interest Accrued: $0.00
Payments received from 02/11/2015 to 02/11/2015
Date Amount Costs Interest Principal Client Balance Due
Account Notes:
1/26/2015 Document Generated: Demand
1/21/2015 Address 123 Maple Lane, [Good] changed to 123 Maple Lane, Idaho City, ID 83444 [Good].

Depending on the customer's **Client Portal Settings**, the debtor details screen may appear differently. The details shown in the above screenshot are using the Client Portal Settings called **Default View**.

Using the Client Portal Settings called **Default View – No Notes** will refrain from showing any Account Notes at the bottom of the details page. Using the Client Portal Settings called **Default View – With Files** will show both Account Notes *and* any uploaded files on that account (pertaining to Simplicity's **Doc Folder** section):

Account Notes:
1/26/2015 Document Generated: Demand
1/21/2015 Address 123 Maple Lane, [Good] changed to 123 Maple Lane, Idaho City, ID 83444 [Good].
1/21/2015 Debtor Address 123 Maple Lane, added.
1/21/2015 Debtor Added by jjohnson.
Files:
Comments:
Check Number 23412.JPG

In the **Client Portal Settings** there is also an option to allow clients to: **Edit Collection Status**. When this is enabled, you will see the debtor's details now list a drop down box to change and save a new Collection Status:



Entering New Accounts

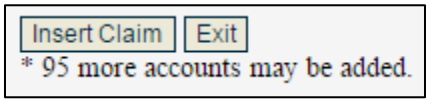
1. Click on the **Enter New Claims** button in the upper right corner of the screen.
2. Enter in all available information about the debtor and the claim being collected.
3. Files can be attached to the account, by uploading a file under the **Upload File(s)** heading.
4. Click **Insert Claim**.

If the SimplicityCollect customer has a "cap" or restriction on how many accounts can be uploaded, you will in addition see:

1. A remaining number of accounts that can be uploaded.

2. An option to **Order More**, meaning you can increase your account "cap".
    a. When you click **Order More** an email is sent to the **Sales Rep** in charge of the client file. If no Sales Rep is listed an error message will show instead.

3. A message on the **Enter New Claims** screen showing your limit.

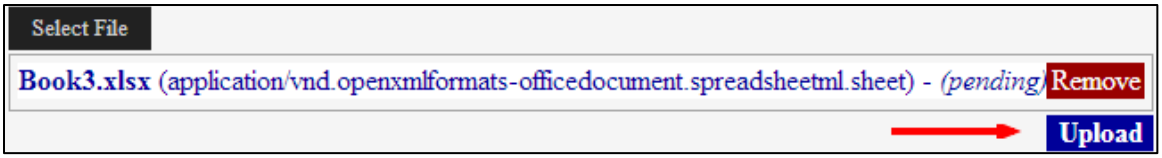


*If the client is 10 accounts from the cap, an email notification is automatically sent to the Sales Rep. In addition, in case there are multiple users adding accounts at the same time the **Insert Claim** button checks one more time to see if the cap is reached and cancels the upload if it has.*

Uploading Accounts in Bulk

The client can also securely send files to you by ways of Simplicity.

1. In the upper right hand corner of the screen, click the **Upload Accounts in Bulk**.
2. Either drag the file that is to be uploaded, or click **Select File** to search your computer for the file.
3. Click **Upload** to get the file that was selected to upload.

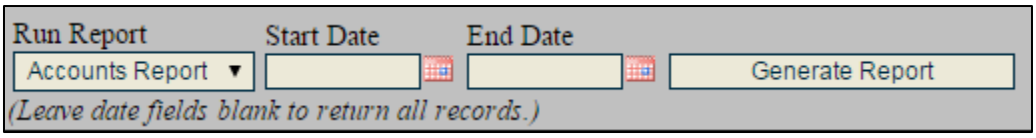


4. This file then becomes available to the Simplicity user under **Tools → View Uploaded Client Files**.

Reports

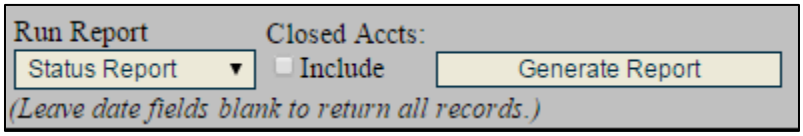
The client can run a report to see an overall review of their accounts in Simplicity.

1. In the upper right corner click **Reports.** They have the choice of **Accounts Report** and **Status Report**. For this example we're showing the **Accounts Report.**



2. Once they pick the type of report and the **Start Date** / **End Date** fields, click **Generate Report.**

3. Alternatively if they choose **Status Report,** they will choose whether or not to include **Closed Accts,** then click **Generate Report.**



4. The generated report will have an option to **Export** to Excel, PDF or Word.

Client Login from a Separate Website

If you want to use your own website to direct your clients to the SimplicityCollect Client Portal, you can use the code found below. There are no scripts necessary; you just need a form on your page to post the credentials to Simplicity.

You will want to change the values for:

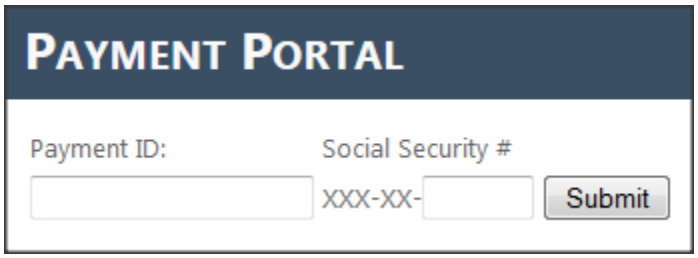
- Company pin (Enter your company's PIN number)
- Login URL
- Logout URL (This is the URL where your clients will be redirected upon logout)

```
<head>
	<title>Client Page to Client Portal Login Sample: SimplicityCollect</title>
	<script type="text/javascript">
		function checkForMessage() {
			var message = getUrlParam('error_msg');
			if (message != "")
				alert(unescape(message));
		}

		function getUrlParam(name) {
			name = name.replace(/[\[]/, "\\\[").replace(/[\]]/, "\\\]");
			var regexS = "[\\?&]" + name + "=([^&#]*)";
			var regex = new RegExp(regexS);
			var results = regex.exec(window.location.href);
			if (results == null)
				return "";
			else
				return results[1];
		}
	</script>
</head>
<body onload="checkForMessage()">
	<form action="https://app.simplicitycollect.com/Login.aspx" method="post">
		<input name="client_portal_login" value="true" type="hidden" />
		<input name="company_pin" value="PIN#HERE" type="hidden" />
		<input name="login_url" value="http://www.YourAddress/ClientLogin.html"
type="hidden" />
		<input name="logout_url" value="http://www.YourAddress/ClientLogin.html"
type="hidden" />
		Username: <input name="username" type="text" /><br />
		Password: <input name="password" type="password" /><br />
		<input value="Login" type="submit" />
	</form>
</body>
```

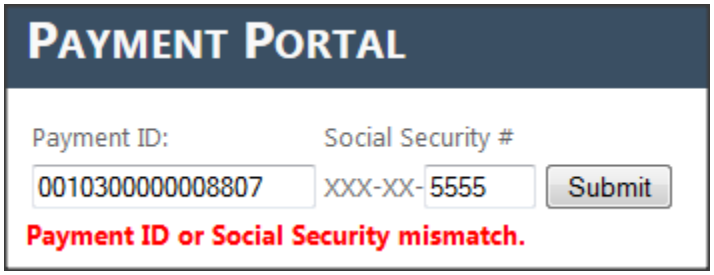
Appendix D – Debtor Payment Portal

A debtor may make a payment via Simplicity's online debtor payment portal by visiting the following URL https://app.simplicitycollect.com/PaymentPortal.aspx. At this point the debtor will see a screen similar to the following prompting them for their **Payment ID** Number and the last 4 digits of their **Social Security Number.** The debtor MUST confirm their SSN for security and compliance purposes.

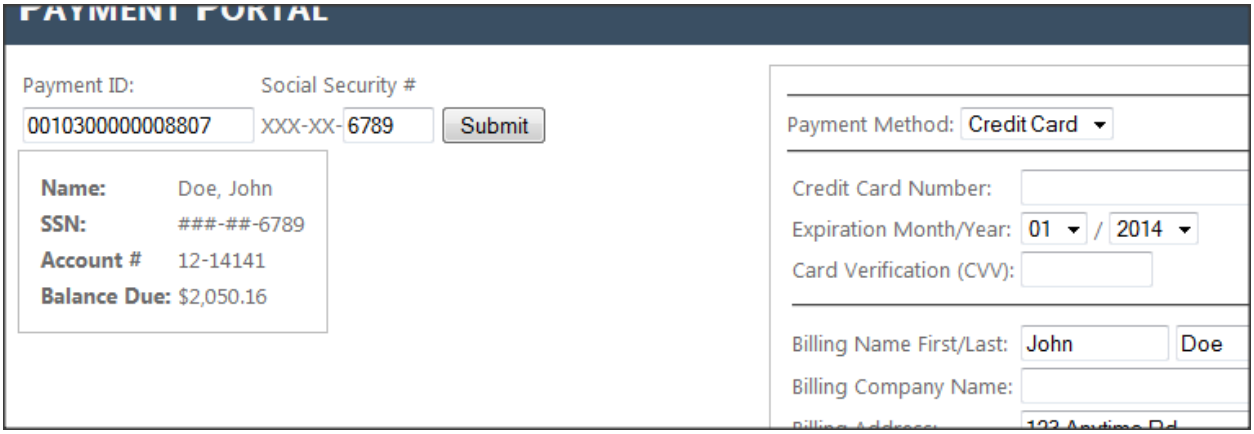


A debtor's **Payment ID** number can be found by pulling up their account in Simplicity and referencing the Debtor Pmt ID Number listed there. This number is hyperlinked from within the Simplicity Application, and if a collector has access to an account they can click on the link to view the pre-filled debtor Payment Portal.

If the **SSN and Payment ID** do not match (or if the debtor does **NOT** have an **SSN** listed in the system) an error is given:



Only once the correct **SSN** and **Payment ID** are entered is any info displayed, along with payment form:



URLs can be generated (for DocGen use) that can pre-fill just the **Payment ID**. An example of the URL is:

https://app.simplicitycollect.com/PaymentPortal.aspx?paymentid=0010300000008807

Here is an example with both the **Payment ID** and the **SSN**:

https://app.simplicitycollect.com/PaymentPortal.aspx?paymentid=0010300000008807&ssn=6789

Please make sure to update the **Payment ID** and/or **SSN** for these example URLs to work for your DocGen Letters or website.

At this point the debtor can submit a payment quickly and easily using the application. They will receive a confirmation message when the process is complete.

The Debtor Payment Portal is only usable for clients that have a merchant account set up through one of SimplicityCollect's approved processing vendors.

Appendix E – Adding SimplicityCollect to iOS

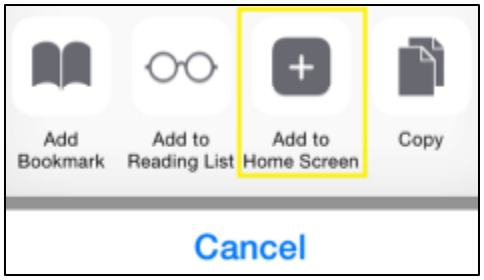
Using your phone's web browser, you can access SimplicityCollect anytime, anywhere. Should you have an iOS mobile device, here are some steps for adding a SimplicityCollect Icon to your Home Screen:

1) Open app.simplicitycollect.com in mobile browser, such as Safari.

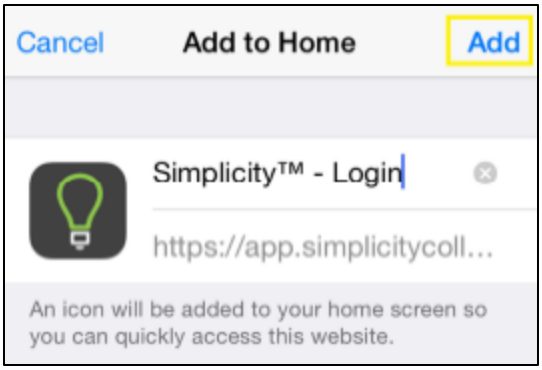
2) Click on the "sharing" icon at bottom of screen (shown below, highlighted in yellow).

Verizon
5:01 PM
app.simplicitycollect.com
simplicity
Returning Users, Please Login
Clients
Log into the Client Portal
By logging into and using SimplicityCollect, I agree to the Terms and Conditions set forth by Seikosoft, LLC doing business as Simplicity Debt Collection Software.

3) Click the "Add to Home Screen" icon, shown below:



4) If desired, edit the icon name. Then click the "Add" button:


Cancel
Add to Home
Add
Simplicity™ - Login
https://app.simplicitycoll...
An icon will be added to your home screen so you can quickly access this website.

5) The icon is now added to your home screen. Clicking on it will launch your mobile browser and pull up SimplicityCollect.

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